

Pacific Palms Resort

A Classic Holidays Resort



Property Policies & Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- Age Requirements - There is no age requirement for check-in. However, you will need to show a photo ID and credit card at when you check-in.
- Cancellation Policy - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Check In/Out Times - Your designated check in day is Friday or Saturday. You can check into the resort starting at 4 pm. Check out is at 10:00 am. Check with the front desk staff if you need late check out, they may be able to accommodate. Be sure to have the confirmation number and ID, you will need to refer to it when speaking with the front desk.

Checking in after Hours? - If you plan to arrive after hours, please contact the resort in advance to make arrangements for checking into your unit.

- Credit Cards - Yes, you will need a credit card at check for incidentals and other stuff. Please make sure you have it available with your confirmation number. Also, the resort only takes Visa or Mastercard.
- Maximum Occupancy - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.
- Parking - Yes, the property has complimentary parking for your vehicle. However, you are limited to one space per unit rented.
- Pets - Unfortunately, pets are not happening here. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Security Deposit - The resort will hold an AUD \$100 security deposit and \$100 damage deposit against your credit card at check in. The deposit is fully refundable at check-out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when you get there please make sure you

- Smoking
 - contact the front desk and let them know. Don't get charged for someone else's damage.
 - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

Property Amenities | Hours of Operation:

- Front Desk Services
 - Reception hours vary depending on the day. See here you go:
 - Monday - Wednesday 9:00 am - 3:00 pm
 - Thursday 9:00 am - 5:00 pm
 - Friday - Saturday 8:00 am - 6:00 pm

A couple of other things to be aware of:

1. Please be sure to check with us to make sure you are not arriving on a national holiday, since reception will be closed.
2. If you plan on arriving after closing, you will need to contact the resort reception during normal operating hours. Please be sure to have your contact details and resort confirmation number handy.

Other Interesting Stuff:

- Extra Beds
 - Unfortunately, the resort doesn't have the capacity for extra beds in the units.