

THE OLD CLARE HOTEL PLAN OF MANAGEMENT



Introduction

Central Park is a \$2 billion mixed-use regeneration project incorporating 2,000 residential apartments, 70,000sq.m of “A Grade” commercial space, an extensive 16,000sq m retail facility, hotel and public parklands extending over a 6-hectare site.

Central Park is situated within a high-profile location in the Southern Precinct of the CBD with 80 million pedestrian and transport movements passing by every year. Less than 150 metres from Central Railway Station (Australia’s busiest railway station) and adjacent two of Australia’s largest Universities (Sydney University and The University of Technology, Sydney), Central Park will form a new southern gateway into the heart of the CBD

The Old Clare Hotel site (Block 3A), within the Central Park Development, comprises a 62-room boutique hotel with associated leisure facilities, rooftop pool and bar, accommodating up to 150 patrons, meeting rooms, and three restaurants. The buildings are located on the eastern side of the Central Park development site and are bounded by Kent Road (Carlton Street) to the west, Kensington Street (Kensington Lane) to the east, Block 3B to the south and Broadway to the north. The buildings that constitute Block 3A are the County Clare Hotel and former Fosters Administration Building. Both buildings represent significant heritage assets and are noted as Heritage Items on the Sydney Local Environmental Plan 2005.

Ten car parking spaces are located within the combined Blocks 2 and 5 basement situated across Carlton Street. A valet service is offered to those guests who require car parking facilities. Deliveries and servicing to the Hotel are via the loading dock positioned on the south-eastern corner of the Administration building, along Kensington Lane.

Hotel Operator and Building Management

The Old Clare Hotel is operated by Unlisted Collection. The General Manager ensures all on-site operations and activities comply with this Plan of Management to the satisfaction of the Department of Planning and Infrastructure (DPI) and the City of Sydney Council (CofS) within the framework of the relevant legislation governing this type of accommodation.

The Old Clare Hotel is responsible for the daily operation of the Hotel including but not limited to the following;

Employing a General Manager, supervisors and front of house staff during hotel hours of operation to assist hotel guests, visitors and restaurant users.

Employing an after-hours duty manager to act as a hotel liaison manager to assist guests with any issues or queries that may arise during their stay. The recruitment

process for these positions is ongoing.

Maintaining accurate records of all guests in order to comply with relevant statutory requirements

Monitoring patron & guest behavior throughout the Hotel.

Carrying out scheduled (and if required random) property inspections both inside hotel rooms and of the common property areas throughout the building.

Ensuring ongoing security of the premises, including the registration, issue and monitoring of security passes (swipe cards, keys, code pad key locks). The Front Office Manager and Building Services Manager control a two tier security process with issuing

Ensuring guests are provided with a list of contact numbers for the Manager, Duty manager and other key contacts including emergency services. Each guest compendium (Located on the desk on each guest room) contains a complete and continuously updated list of contacts.

Issuing the duty manager and all staff with contact numbers of Senior Management, preferred tradesmen in event of emergency maintenance, Fire Brigade, Police and local hospital. These are available on all shared drives, at the reception and in each staff members starter pack.

Convening meetings as required between the General Manager and adjacent or surrounding neighbours to address any internal or external complaints or grievances.

Full Time Management

Full time management is undertaken by the General Manager (GM). The General Manager has a team of staff who are on call in his/her absence. All staff are provided with a list of 24 hour/7 day a week contact numbers for the General Manager and other hotel support personnel.

During peak times the Hotel is manned by suitably qualified and experienced staff that assist with guest check in/out of their room, settling-in, operational, emergency and/or reservation enquiries.

All staff are, and will be well trained to deal with day to day operational activities. An employee handbook has been distributed to all staff members and contractors within the hotel, and shall be distributed to each new staff member or contractor individually before commencement of a role at the hotel.

The role of the GM (or his/her delegate) is an important part of the management strategy for the Hotel. The GM is a senior member of staff with previous senior

experience in operating this type of Hotel. Their role includes (but is not limited to) the following responsibilities:

- Monitoring building security including guest, patron and visitor behaviour
- Dealing with disruptive or socially unacceptable behaviour
- Reporting accidental or deliberate damage to the building/s
- Reporting any faulty building equipment or services
- Monitoring firefighting equipment—ensuring it is not unlawfully tampered with or abused.
- Monitoring deliveries of goods to the Hotel and proper disposal of waste
- Monitoring general building cleanliness (housekeeping issues – fire & health hazards)
- Monitoring to ensure that the building is not used by any guests or patrons for any illegal activity
- Monitoring to ensure that no pets are kept on-site

Emergency Contact

Each guest and member of staff shall be provided with a 24 hour emergency contact telephone number for the General Manager (or his/her delegate). In the event that a guest or member of staff calls the 24 hour emergency contact telephone number he/she can expect a prompt response (including, if applicable, repair or attendance to the issue raised) from the relevant Manager on Duty.

Emergency numbers for the Fire Brigade, Police, Ambulance, 24 hour GP's and Local Hospital are also provided and readily accessible to all guests and staff.

These phone numbers are displayed within the guest compendium located on the desk of each room.

Emergency & Evacuation Procedures

Each guest room within the Hotel features a colour printed emergency evacuation procedure plan fixed to the inside of each hotel room's front door. Guests and visitors are therefore encouraged to make themselves familiar with these procedures. The emergency evacuation plan also clearly displays emergency numbers for the Fire Brigade, Police and local hospitals

The General Manager shall conduct a minimum of two (2) drills per annum to test satisfactory evacuation procedures and ensure all Guests are familiar with the evacuation procedure. These drills shall involve all guests and staff within the building. If a fire or other emergency does occur, alarm bells will ring within the building/s. This will be followed by audible instructions to evacuate. Guests will be asked to move in an orderly controlled fashion to the nearest fire stairs, exit the building and assemble for head-count in the designated assembly areas.

Critical Incident Management Protocols

In conjunction with the Human Resources and Training Manager, a process has been developed to record, investigate and resolve any critical incidents that occur within the Hotel, restaurant or leisure facilities.

Firstly, the General Manager shall promptly undertake investigation into the critical incident and register pertinent issues including, but not limited to:

- Bodily harm to persons
- Accidental damage to the property
- Malicious or intentional damage or vandalism to property
- Criminal intention or action to person's or property.

Secondly, the General Manager shall take necessary action to remedy, resolve, prevent or prohibit further incidents occurring. A critical incident report form shall be completed for each critical incident that occurs at the Hotel. If necessary, the General Manager shall report the critical incident to authorities, including any emergency services and Police.

An Incident and near miss notification form has been established. Use of the form and all procedures related to completing the form are distributed to each staff member on commencement of the role.

Contacts (incl. over holiday periods)

The General Manager is in possession of a contact list containing details of:

- Emergency Services
- Local Hospital
- 24 hour tradespeople
- Owner
- Other relevant support staff

The support staff and General Manager's delegates are provided with a list of contact numbers for the:

- General Manager
- Emergency Services
- Local Hospital
- 24 hour tradespeople
- Owner
- Other relevant support staff

All new starters undergo an induction process and are issued with documentation such as a staff handbook that features all of the above as well as any policies and procedures that may have relevance. Beyond the physical copy issued, the documents are accessible online by all staff members.

The continuous accuracy of the above contact list is managed by the General Manager, the Front Office Manager as well as the Human Resources and Training Manager.

Maintenance and Cleaning Schedule

Guest rooms are cleaned on a daily basis by Hotel staff or hotel contracted staff. Guests are encouraged to contact the General Manager if they have any issue with cleanliness or other in room maintenance issues. The General Manager is responsible for addressing the issue as soon as possible.

The hotel's reception desk is manned 24 hours, 7 days a week to allow the rectification of any issues either directly by the General Manager or a deputy.

Communal areas, including lobbies, restaurants and leisure facilities are cleaned and maintained on a twice daily basis or more frequently depending on usage by guests and visitors.

The Old Clare's business model is based on a 5 star hotel experience with discerning clientele and therefore maintenance and cleanliness are paramount to its operation.

Deliveries, Loading and Unloading

Deliveries, couriers and waste removal are loaded and unloaded from the loading dock at Kensington Lane. The management of these deliveries and loading is coordinated by a dedicated Purchasing and Stores Manager who is based in the loading area.

The Purchasing Manager also coordinates with restaurants and any retail tenancies in order to ensure they do not disturb the quiet enjoyment of neighbours. The frequency of deliveries to the Hotel and restaurants is determined by the level of occupancy and reservations, however deliveries usually occur on a daily basis. Waste collection is conducted by private waste collection services. Refer to the separate Waste Management Plan, by Arup, for details of collection and frequency.

Car Parking, Guest Arrival & Hotel Valet Service

Ten car parking spaces for guests are provided for this Hotel in the adjacent Block 2 & 5 basement. Guests arrive at the Hotel by taxi or private chauffeured vehicles. Given the proximity to Central train station and other modes of public transport, the additional pressure on the road network from guest and visitors is minimal. Guests arriving by taxi or private chauffeured vehicles will typically arrive in a northbound direction along Kensington Lane and are dropped off at the Hotel lobby.

Building Security & Access

Building security and access is an important consideration to the Hotels premises.

The General Manager and his team ensure and maintain the security of the building and grounds. All entry and exit points to the boutique hotel component of the building re secured and only accessible by either swipe card or security registered key access. Access to back of house and service corridors is only provided to members of staff who require access to these sensitive areas. The Front Office Manager, in cooperation of the Building Services Manager will registers the issue of all swipe cards and restricted keys against the corresponding guests file.

Any lost or stolen cards are de---activated. Guest room keys are security registered solely to the Guest and therefore not able to be copied to other persons. The Hotel's reception area is situated adjacent to the front entrance door on the ground floor of the County Clare Hotel. The strategic location of the reception ensures passive and active surveillance of guests and visitors in and out of the Hotel.

Patrons to and from the rooftop bar area will be monitored by staff to ensure appropriate behavior and conduct accessing and leaving the hotel, in to order minimise impacts upon guests within the hotel and upon the surrounding area. Patrons who are not registered guests of the hotel (and who are not visiting registered guests) may use the roof top bar during its operating hours, but will not be permitted to access the private guest areas of the boutique hotel.

The General Manager records access to and within the hotel using CCTV cameras installed within the buildings. These cameras are monitored via 24 hour recording equipment and are also accessible by the General Manager or the Manager on Duty/Night Manager via internet link.

All CCTV footage is will be stored for a minimum of 30 days and can be made accessible.

Registration of Grievances and Guest Dispute Procedure

Any tenant or patron, at any time, can contact the Front Office to register and discuss a grievance against another guest or patron, or an issue regarding the operation of the building/s. Serious grievances or complaints must be lodged in writing.

The Manager has established a suitable framework to record, investigate and resolve grievances, complaints or disputes.

Firstly, the Manager shall promptly undertake investigation into the grievance/complaint and talk direct to all concerned or involved parties.

Secondly, the General Manager shall convene a meeting, at a convenient time and

location between all concerned parties to provide a forum to air their grievances in a controlled and monitored environment. At this meeting all parties shall be encouraged to discuss their viewpoint and consider the other's standpoint. The Manager shall attempt to resolve the grievance to the satisfaction of all parties and make a ruling within the framework of the Hotel operators' policy.

External Complaints Handling Procedure

Any complaints received from neighbours and persons who are not hotel guests or patrons will be dealt with by the General Manager or his/her delegate and treated seriously. This includes complaints relating to noise emanating from the hotel operation. Irrespective of the severity of the complaint, a regime of escalation will be prepared in order to ensure that if further complaints are received, they do not become large scale problems that detrimentally impact on the Hotel operation.

Guest Behaviour – Hotel Rules

Guest and patron behaviour shall be monitored by the General Manager (or his/her delegate) and other staff within the framework of the Hotel house rules, operational requirements and statutory constraints

The Hotel Rules are made available to each guest staying in the hotel and are also available in printed format in each guest room within the guest compendium located on the desk within each room:

The rules cover items such as:

- Check-in and check-out times
- Emergency and Management contact details
- Rules of occupancy
- Health & Safety
- Building Facilities
- Security
- Local information

Subject always to the House Rules, the following issues are monitored and controlled by the General Manager, Front Office Manager and all Managers on Duty with respect to guests staying at the Hotel and their visitors, as well as patrons visiting the rooftop bar.:

Noise shall be kept to a minimum at all times. It is a requirement of this Plan of Management that tenants and patrons do not disturb the peace, quiet and comfort of other guests or neighbours. Any excessive noise or disturbance shall be reported to the General Manager for action.

Smoking in any part of the building/s is strictly prohibited. This includes all rooms, indoor areas, fire stairs and entry foyers. This rule applies to every person entering the building

The General Manager, with the assistance of his/her staff, will promote a responsible attitude towards the consumption of alcohol. Staff are required to possess a valid Responsible Service of Alcohol certificate, which is obtained during the recruitment process and the currency of which will be controlled by the Human Resources Manager.

No person is encouraged to indulge in any form of gambling in any part of the building/s.

Illegal drugs and substances are strictly forbidden in all parts of the Building. The General Manager will inform the appropriate authorities if guests are found possessing, dealing or using illegal drugs or substances.

Any guests engaged in theft or vandalism will be required to immediately vacate the building/s with the appropriate authorities notified. Criminal charges may be laid.

The Anti-Discrimination Act deems discrimination unlawful on several grounds including sex, race, age, sexual activity, impairment, religion, political belief or activity. If guests think that they have been subjected to any form of discrimination or vilification they should immediately notify the General Manager and an appropriate course of action will result. As part of an open minded international group of hotels The Old Clare Hotel actively promotes inclusion.

Depending on the level of severity, any patron displaying anti-social or unacceptable behaviour shall be given a verbal warning. If such unacceptable behaviour persists, the General Manager shall reserve the right to remove the patron from the premises. This includes boutique hotel guests, their visitors and other patrons to the rooftop bar.

Management Of Internal And External Common Areas

The General Manager will ensure that the House Rules are adhered to by all Hotel guests, patrons and visitors. External areas have CCTV surveillance which is monitored by staff.

The external rooftop bar and pool area common area, is to be accessible by hotel guests, their visitors, casual patrons (who are neither hotel guests or visitors) and those attending group functions held at the hotel. The roof top bar and pool will be accessible to a maximum of 150 patrons between 7.00am and 10.00pm. The purchase and consumption of alcohol in this area is strictly only between 12.00 midday and 10.00pm. Ultimately, the General Manager has complete discretion over the hours that the external area can be accessed by guests and patrons, as well as the timeframe for the availability and consumption of alcohol, within the framework of the abovementioned hours.

Noise from the use of the rooftop bar area will comply with the requirements of the acoustic assessment report prepared by WSP | Parsons Brinckerhoff:

NOISE – ENTERTAINMENT VENUES

1 (a) The LA10, 15 minute noise level emitted from the use must not exceed the background noise level (LA90, 15 minute) in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) by more than 5 dB between the hours of 7.00am and 12.00 midnight when assessed at the boundary of any affected residence.

(b) The LA10, 15 minute noise level emitted from the use must not exceed the background noise level (LA90, 15 minute) in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) between the hours of 12.00 midnight and 7.00am when assessed at the boundary of any affected residence.

(c) Notwithstanding compliance with (a) and (b) above, noise from the use when assessed as an LA10, 15 minute enters any residential use through an internal to internal transmission path is not to exceed the existing LA10, 15 minute (from external sources including the use) in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) when assessed within a habitable room at any affected residential use between the hours of 7.00am and 12.00 midnight. Where the LA10, 15 minute noise level is below the threshold of hearing, T_f at any Octave Band Centre Frequency as defined in Table 1 of International Standard ISO 226 : 2003 – Normal Equal-Loudness-Level Contours then the value of T_f corresponding to that Octave Band Centre Frequency shall be used instead.

(d) Notwithstanding compliance with (a), (b) and (c) above, noise from the use must not be audible within any habitable room in any residential use between the hours of 12.00 midnight and 7.00am. (e) The LA10, 15 minute noise level emitted from the use must not exceed the background noise level (LA90, 15 minute) in any Octave Band Centre Frequency (31.5 Hz to 8 kHz inclusive) by more than 3 dB when assessed indoors at any affected commercial premises.

2. The maximum allowable reverberant sound pressure level for music within the bar area should be limited to 65 dBA. The lower background music will promote use of lower vocal effort (signal to noise ratio) and thus would control the overall noise emission from the Terrace.

Internal areas, including the lobby, corridors and meeting rooms will be monitored and controlled by the General Manager to ensure all guests are afforded the opportunity to enjoy their stay at all times. Back-of-house (bike storage, waste rooms and other storage areas) will also be monitored by CCTV to ensure the safety of all guests and staff. All back of house areas will only be accessible to designated staff who hold the required level of security clearance to access these areas. Lift access throughout the building will be controlled via swipe card or security registered key access.

Staffing and Security Numbers

Staff are to be provided on the following basis for the licensed areas which are part of the hotel (excluding restaurants):

- From 8pm on Thursday to Saturday nights, one (1) licensed security officer is to be deployed at the entrance to the Venue.
- If patron numbers exceed 100, one (1) licensed security officer is to be employed to patrol the internal areas per 100 patrons (1 for 100 patrons, 2 for 200 patrons).
- The venue at different times of the day will employ different numbers of other bar staff.
- During peak times, being after 9pm on Thursday, Friday and Saturdays and all nights preceding a public holiday, there will be a duty manager, up to ten (3) bar staff, up to six (3) bar backs .
- One RSA marshal is to be employed and on duty from Thursday to Saturday from 8pm until closing.
- Cloak room facilities are to be made available to patrons during trading hours for the storage of personal items, if requested
- During off-peak periods, unless otherwise stated in this Plan of Management, all that might be required is a single duty manager and a single bartender.

Control Measures For Managing Patrons Utilising The Rooftop Area, Within The Premises And When Leaving At Close Of Trade;

The Hotel Manager shall require all personnel employed at the Venue to:

- Be dressed in readily identifiable uniform so that they may be highly visible to patrons and displaying identification as a security guard where they are employed in that capacity.
- Fill in a time sheet (with start and finish times) which is to be initialed by the Duty Manager. Access to the sign on sheet shall be provided to NSW Police on request.
- Prevent any person, detected as intoxicated, entering the Venue and bring to notice of the Duty Manager, any person on the Venue who might be considered to be in, or approaching, a state of intoxication.

- Prevent patrons from removing glass or alcohol from the Venue.
- Prevent patrons entering the Venue with alcoholic drinks.
- Monitor patron behaviour in, and in the vicinity of, the Venue until all patrons have left, taking all practical steps to ensure the quiet and orderly departure of patrons.
- Collect any rubbish in the vicinity of the Venue that may be associated with the Venue's business.
- Co-operate with the Police and any other private security personnel operating in the vicinity of the Venue.
- In the event of an incident, clearly identify themselves as security belonging to the Venue and attempt to rectify the problem.
- Continually apply a "Hands Off" policy. Patrons are only to be asked to leave at the direction of management and forced removal from the Venue must only occur at the direction of the Duty Manager and with reasonable force only. Immediate hands on action may still be used in self-defense or in the defense of another patron or member of staff.
- Make a written note with details of any incidents in the Venue's Incident Register, as required by this Plan. The details should be immediately entered in the Incident Register or, where it is not practical to do this, written in a notebook and copied into the Incident Register as soon as practicable.
- Security are to act in accordance with their powers in the public domain to assist persons in distress or give corrective advice to patrons of the Venue. Patrons may be advised that failure to adhere to the directions of security will lead to refusal of re-entry.
- Door staff are to instruct departing patrons to disperse quickly and quietly, and not to loiter near the venue if they have not dispersed after exiting the venue.
- Security staff are to be aware of the location of public transport options to properly advise departing patrons, as follows.
- Ensure the movement of patrons is safe and orderly in the pool area, and to ensure the safe use of the pool surrounds, such that any trip and fall risks associated with the area are appropriately managed.

Provide Details of Other Late Trading Venues Within 200m Radius;

Good Games (Arcade)	10pm	Arcade
Dulcis Domus Italian	10pm	Broadway
Anita	10pm	Central Park
Coco Cubano	10pm	Central Park
Pho Mumm	10pm	George St
DY Hotpot	10pm	George St
Mr Noodle	10pm	George St
Adiamo Tratoria	10pm	Kensington street
Old Jim Kee	10pm	Kensington street
Kopi-Tiam	10pm	Kensington street
Handpicked Cellar	10pm	Kensington street
Miyazaki	10pm	Kensington street
Spice Alley Precinct	10pm	Kensington street
ACM Supermarket	10pm	Regent St
The Loft UTS	10pm	UTS / Broadway
Fogo Brazillian	11pm	Central Park
Bistrot Gravoche	11pm	Kensington street
Private Kitchen	11pm	Kensington street
Olio Kensington St	11pm	Kensington street
Eastside Grill	11pm	Kensington street
Mekong	11pm	Kensington street
Holy Duck (part of Mekong)	11pm	Kensington street
Koi Dessert bar	11pm	Kensington street
Bar Chinois	12 midnight	Kensington street
Woolworths	12 midnight	Central Park
TSG Convenience store	12 midnight	George St
BPS Conveniences Store	12 Midnight	George St
Eves	12 midnight	George St /Mecure Hotel
Sydney City Convenience Store	24 hours	George St
7-11	24 hours	George St
KFC	2am	George St
MacDonalds	3am	George St
Bar Broadway	4am - 6am	Broadway
Agincourt Hotel	4am - 6am	Broadway/George St
Vale Bar and Venue	4am - 6am	Broadway/George St

Declaration

Prior to the issue of the Occupation Certificate for the roof top bar, the proprietor and operator of the business are to sign the draft Plan of Management (and issue the signed final version to Council incorporating any additional matters required by Council) to ensure compliance with the approved Plan of Management

Signature and date to be inserted by Licensee / Operator

Clare Hotel House Policy / Terms and Conditions of Stay (Annexure 1)

Arrival/Departure

Check-in time is from 3pm. We allow guests to arrive earlier and can store any luggage until the room is ready. Check-out time is prior to 11am - later departure times can be arranged, subject to availability, however applicable day-use charges or an additional night's fee may also apply.

Cancellations

Our standard cancellation policy requires reservation cancellations or changes to be advised to us by 4pm, hotel time, one day prior to arrival. Any cancellations thereafter may incur a charge of the first nights' accommodation package cost. Some prepaid rates, discounted rates, high demand and special event periods may incur an alternative cancellation policy. The cancellation policy will be communicated during the reservation process and is also supplied in the confirmation email.

No show policy

Failure to arrive on the date specified will result in the cancellation of your booking and may incur a charge equal to the first nights' accommodation package cost.

Credit card authorisation

The Old Clare Hotel pre-authorises all credit cards on check-in to check for validity and sufficiency of funds. Pre-authorised cards are held as security for your reservation and may be utilised by the hotel for any applicable charges, including cancellation and no show fees. In addition to the cost of the room, a \$100AUD security deposit is required upon check-in this is set aside by the credit card company and may affect the available funds balance or spending limit. In the instance where a valid credit card cannot be provided, we will require the deposit can be supplied in cash for \$300AUD per night.

Incidentals policy

A valid credit card must be presented upon check-in and will be authorised to cover additional room and tax, plus \$100 a night for incidentals.

Credit card surcharge

A surcharge of 1.5% applies when making any payments with a credit card.

Minimum length of stay

A minimum length of stay may apply during high demand or special event periods, as determined by The Old Clare Hotel. If you reserve a room over such dates (as per

the reservation terms and conditions) you agree to stay for the required minimum nights. Any changes or cancellations (within the cancellation period) are subject to a penalty and may result in the forfeiting of any pre-payments.

Photo identification

Valid photo identification (ID) matching the name of the main guest within the reservation must be presented at time of check-in. This is required in order to verify your identity for hotel security purposes and to protect the credit cardholder. A valid Australian driver's license, Australian issued proof of age card or an international passport are all acceptable forms of photo identification. This ID may be copied and securely stored as record that we have verified who you are and your authority to use your credit card as a combat to increasing credit card fraud. As per our privacy policy, any personal information contained on the collected identification will not be on-sold; will be securely stored and carefully disposed of at the end of its usefulness.

Rates

The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/ or your departure dates. Rates quoted are in Australian Dollars (AUD) and are inclusive of 10% goods and services tax (GST).

Smoking policy

The Old Clare Hotel is 100% smoke free. Failure to comply may result in a penalty charge at the discretion of the Management.

New Year's Eve

For all reservations staying over New Years, full prepayment is required within 14 days of making the booking to secure the reservation, and deposits are non-refundable.

Advanced purchases and pre-paid rates

Advance purchases and prepaid rates (as indicated on the rate description) may be charged with 48 hours of making the booking. Advance purchase and pre-paid rate bookings are non-refundable and cannot be cancelled. There will be no refunds available for advance purchase and pre-paid bookings for guests who elect to cancel their booking. Changes and modifications by guests are also not permitted in the case of advance purchase and pre-paid rate bookings.

Additional person charges

Maximum occupancy is two persons per room. Additional nightly fees apply for reservations with more than two adults. An adult is defined as an individual 18 years of age and older.

Acceptance of terms

By accessing the Old Clare site and any pages thereof (hereinafter referred to as the 'Old Clare site'), you agree to the following Terms of Use and Legal Information. All information, documents, products, trademarks, services and other material (including any software and links on the Old Clare site) (hereafter referred to as 'Content'), available on the Old Clare site are subject to these Terms of Use and Legal Information.

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Old Clare shall be free to reproduce, use, disclose and distribute your communications to others without limitations. Also, Old Clare shall be free to use any ideas, concepts, know-how or techniques contained in your communications for any purpose whatsoever, including but not limited to the development, production and marketing of products and services that incorporate such information.

Warranties / Representation

No binding offer.

The Content of the Old Clare site is intended for informational purposes only and does not in any case constitute a legally binding offer. For more detailed information regarding the Online Reservation Service please check the relevant Old Clare page (Booking page).

No Reliance (Accuracy, Reliability and Completeness of Site)

While Old Clare makes good faith efforts to verify that the Content of the Old Clare site is accurate, complete and current, Old Clare or its contractual partners make no express or implied warranty or representation (including liability towards third parties) as to its accuracy, reliability or completeness. Old Clare reserves the right to change, add to and cancel any information, documents, products, services and other material (including any software and these Terms of Use and Legal Information) available on the Old Clare site, which will be subject to the most current version of the Terms of Use and Legal Information of Old Clare.

The Old Clare site contains information on Old Clare and services, not all of which are available in every location. A reference to an Old Clare product or service on the Old Clare site does not imply that such a product or service is or will be available in your location.

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The Content of the Old Clare site is provided 'AS IS' without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

Old Clare information may contain technical inaccuracies or typographical errors. Old Clare reserves the right to make changes, corrections and and/or improvements to Old Clare information, and to the products and programmes described in such information, at any time without notice.

No warranty for virus-free content

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Links

No responsibility for or endorsement of linked web sites.

The Old Clare site may contain links to other web sites, which are not being maintained by Old Clare. Old Clare cannot be held responsible for the information,

products, services or other material obtained on such other web sites and will not be liable for any damages arising from the access to or use of such a web site. The inclusion of these links does not imply an endorsement of the linked sites, the Content therein including any linked addresses.

No linking without consent of Old Clare.

The linking of other web sites to the Old Clare site is prohibited without express written consent of Old Clare.

Data security on the internet

General information

Please do take into consideration that the world wide web is a publicly accessible system. Each time personal information is made available online this is done at your own risk. Your data might be lost under way or may be accessible to unauthorised third persons.

Browsing

The Old Clare site is not configured to collect any identifiable personal information from the visitor while browsing upon it. It collects information for general statistical purposes only. Unless you voluntarily provide Old Clare with your Personal Information (for example: your first and last name, title, mailing address, e-mail address, telephone and fax number, language, employer, business title, divers preferences regarding accommodation and travel habits or other personal identifying information) it will not be available to Old Clare.

Internet protocol (IP) address

Every time you browse the internet an IP address is automatically assigned to your computer. When users request a page from the Old Clare site, Old Clare servers log the user's current IP address. IP addresses are used to diagnose problems.

Cookies

The Old Clare site puts to use 'cookie' technology. These cookies are designed to facilitate your visit on the Old Clare site.

Personal data and privacy

Data protection is very important to Old Clare and the Personal Information (any information relating to you) of our customers is treated absolutely, positively confidential. When we need to collect information from you, we generally ask you to voluntarily supply us with the required data. This data will not be made accessible to third parties except if required by law, by court or by a regulatory authority. Furthermore, your Personal Information will only be processed for the purposes

indicated at the time of collected as indicated in the Privacy Policy or as evident under the circumstances. Please do note that your acceptance of our Privacy Policy is a condition of these Legal Terms and Conditions.

Governing law and jurisdiction

By accessing and using any services of the Old Clare site, the user and Old Clare agree that all matters relating to and/or any disputes arising out of the user's access to, or use of the Old Clare site shall be governed by and interpreted and construed and enforced exclusively in accordance with the laws of Australia.

