



**IMPORTANT:**

Please send all booking requests by email to Cc: [bookings@discoverjervisbay.com.au](mailto:bookings@discoverjervisbay.com.au)

To: [mermaidwatershotel@nightcaphotels.com.au](mailto:mermaidwatershotel@nightcaphotels.com.au) [james.cummings@alhgroup.com.au](mailto:james.cummings@alhgroup.com.au)

To receive discount pricing, you must put booking code **'DJB/SHA-Matt'**  
in the subject line of the email booking

**HOW TO BOOK – MERMAID WATERS RESORT- Gold Coast**

**ALH “NIGHT CAP PLUS BRAND”**

**Address:** 97 Markeri St, Mermaid Waters QLD 4128

**Hours:** 4.0 STAR Hotel Rooms: 104 Rooms

**Net rates:** Room Type Rates Based on Max Bedding Configuration Rate.

Includes full buffet breakfast.

Room Type Rates Based on Max Bedding Configuration Rate

**Studio Room - Sunday to Thursday**

2pax Twin \$165.00\*

3pax Twin \$190.00\*

**Studio Room - Friday to Saturday**

2 pax Twin \$225.00\*

3 pax Twin \$250.00\*

\*1 complimentary room for the tour leader will be offered for every 15 paid rooms per group\*

**Rates are valid to 1/4/2024**

**IMPORTANT INFORMATION**

The above rates are subject to availability and are not guaranteed until a booking is confirmed by Mermaid Waters Hotel by Nightcap Plus by way of email or phone confirmation. Rates may be seasonal. Current Rates are valid to 1/4/24 subject to.

Not included in these rates are any cleaning charges due to guests smoking in the rooms, any theft charges, and/or damages charges. Should the rooms be found missing stock (e.g. towels, cups,

cutlery, coat hangers, appliances, mini-bar items), or in a state of damage or one which requires, extra hours of cleaning or products, Mermaid Waters Hotel by Nightcap Plus reserves the right to pass these expenses onto the respective ITO.

#### **GUEST FACILITIES**

DLB SHA, ITO clients who are guests at the Hotel are encouraged to use and enjoy the Hotel's facilities.

We would request that the tour guides help to leave the pool area in an orderly state and place rubbish into bins provided. Whilst guests on the premises the clients of DJB SHA- The ITO's will adhere to our house policy and management direction.

#### **CHILD POLICY**

Children under the age of 12 years old (maximum one child) are FOC only when sharing a room with adults using existing bedding. Children's breakfast will not be included, and if required, is charged at 50% off the adult buffet breakfast rates. All meal rates are 50% off adult rates for children aged between 3 and 12 years old.

#### **BOOKING & CANCELLATION POLICY**

All requested bookings are subject to availability and may be closed out over periods of high occupancy.

The clients of DJB SHA will use their best endeavours to provide booking details with as much notice as possible to guarantee room availability. DJB SHA and their clients will agree to the "ALH Hotels Cancellation Policy" and confirm final booking numbers fourteen (14) days prior to guest check in. A preliminary rooming list and payment will be provided by DJB SHA clients to the Hotel at this time. In the event of any room(s) washing; or an entire group cancellation within less than fourteen (14) days' notice; or a no show, Mermaid Waters Hotel by Nightcap Plus has discretion to charge the full cost of 80% of the rooms. 20% of rooms (per the original room block) may be cancelled outside of 24 hours from the check-in date.

**PAYMENT POLICY :** DJB SHA, The ITO clients are required to observe the Hotel's terms which require full pre-payment or a guarantee fourteen (14) days prior to arrival. Failure to receive prepayment will result in the booking being cancelled.

Thank you for your support of MERMAID WATERS RESORT

Matt

