

Welcome to The Metropolitan Hotel. By accessing our premises, making a reservation, or using our services, you agree to the following

Terms and Conditions. Please read them carefully.

1. General

These Terms and Conditions apply to all guests, visitors, and patrons of The Metropolitan Hotel located in Melbourne CBD. Management reserves the right to update or modify these terms at any time without prior notice.

2. Reservations and Bookings

- * All reservations are subject to availability.
- * A valid credit/debit card may be required to secure bookings.
- * Guests must be at least 18 years of age to make a booking and check in.
- * Special requests (e.g., room preferences) are not guaranteed but will be accommodated where possible.

4. Payment Policy

- * Full or partial payment may be required at the time of booking.
- * We accept major credit cards, debit cards, and other approved payment methods.
- * Any additional charges incurred during the stay must be settled prior to check-out

5. Cancellation and No-Show Policy

- * Cancellation policies vary depending on the booking type and rate selected.
- * Late cancellations or no-shows may incur fees.
- * Refunds, if applicable, will be processed according to the original payment method.

6. Guest Conduct

- * Guests are expected to behave respectfully toward staff and other patrons.
- * Any unlawful, disruptive, or abusive behavior may result in eviction without refund.
- * Noise must be kept to a reasonable level, especially during quiet hours.---



7. Damage and Liability

- * Guests are responsible for any damage caused to hotel property.
- * The hotel reserves the right to charge the guest's payment method for repairs, replacement, or excessive cleaning.
- * The Metropolitan Hotel is not liable for loss, theft, or damage to personal belongings.

8. Smoking Policy

- * This is a non-smoking property unless otherwise specified.
- * Smoking in prohibited areas may result in cleaning fees and penalties.

9. Visitors

- * Non-registered guests may be restricted after certain hours.
- * The hotel reserves the right to refuse entry to visitors at its discretion.

10. Safety and Security

- * Guests must comply with all safety procedures and emergency instructions.
- * Any suspicious activity should be reported immediately to hotel staff.

11. Use of Facilities

- * Hotel facilities (e.g. bar, restaurant) are to be used in accordance with posted rules.
- * Management reserves the right to deny access to facilities for safety or maintenance reasons.

12. Privacy

- * Guest information is collected and handled in accordance with applicable privacy laws.
- * Personal data will not be shared with third parties except as required by law or for service provision.

13. Force Majeure

The Metropolitan Hotel is not responsible for failure to perform obligations due to events beyond its control, including but not limited to natural disasters, government restrictions, or emergencies.



14. Governing Law

These Terms and Conditions are governed by the laws of the State of Victoria, Australia.

15. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact:

The Metropolitan Hotel

265, William st, Melbourne, CBD, 3000

gm@themetropolitanhotel.com.au

By using the services of The Metropolitan Hotel, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

