



Comfort Hotel Perth City

INTRODUCTION OF CREDIT CARD SURCHARGE

Policy

From 1st October 2009, we will be following hotels and similar industry organisations within the hospitality and tourism industry by introducing a surcharge on all credit card transactions.

The surcharge will apply to credit card transactions at both the Comfort Hotel Perth City and the hotels food and beverage outlet – K on Hay Café & Bar.

Credit card merchants (in this case – Comfort Hotel Perth City) have been able to apply surcharges to credit cards since 2003.

The cost to our small business of a credit card transaction is relatively high compared to other payment methods that are available for free. Customers who choose other payment methods other than credit card will save on the price of payment transactions associated with accommodation and or food and beverage services.

Surcharge rates are as follows:

Visa or MasterCard – 1.5% including GST of the transaction value
Diners or Amex – 2.5% including GST of the transaction value

Policy Details

Guests who pay with cash or EFTPOS cards such as a debit card do not incur the surcharge.

Guests who book and pay online will not be charged the credit card surcharge.

The credit card surcharge is applicable for transactions at the Comfort Hotel Perth City and the K on Hay Café & Bar.

It is a requirement by law that we inform customers before they enter into contracts or financial transactions with the hotel, that should they elect to pay by credit card, the respective surcharge will apply relevant to the type of card used.

The surcharge policy and % rates of surcharge can be found on the hotels website, can be requested from reception at time of check-in or can be emailed by our reservations department on request.

The cashier counter at the K on Hay Café & Bar has signage that clearly indicates that relevant surcharges apply on credit card transactions. In addition on all café/bar menus the surcharge on credit cards transactions must also be stated.

The Comfort Hotel Perth City will advise the guest:

- a)** at time of reservation being made either via email, or over the phone that a credit card surcharge applies;
- b)** at the time of check-in, on the guest registration card
- c)** in confirmation letters
- d)** at time of checkout PRIOR to the credit card transaction being completed.



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The date of introduction of the credit card surcharge will be 1st October 2009. All guests who check-in after this date will have the relevant surcharge applied on settlement of accounts by credit card. (Refer exceptions)

The exceptions are:

Guests who check-in to the hotel prior to the 1st of October 2009 and check out on or after the 1st October 2009 will not be charged

Guests who provide a credit card guarantee for their stay can elect to settle by another method at the time of departure that does not incur a surcharge in order not to pay a surcharge.

Guests who have prepaid for their accommodation online will not be charged

Dispute resolution

The guest may present their case to the Manager on Duty as to the facts - that in accordance with law, the hotel failed to inform the guest of the surcharge prior to them entering into a contract or transaction with us. The Manager on Duty is therefore authorised to reverse the relevant charges were the hotel has failed to inform as required.

Comfort Hotel Perth City is franchised under the banner of Choice Hotels Australasia. The hotel is owned and operated independently from Choice Hotels Australasia. This policy is the policy of Perth City Hotel Pty Ltd t/a Comfort Hotel Perth City, (ABN 14 008 823 158) and not that of Choice Hotels Australasia.

The credit card surcharge applies to all credit settlements, regardless of the source of the reservation including third parties who make reservations on behalf of clients. It is the responsibility of the third party to inform their client of the additional charges payable on credit card settlements.

This policy was adopted and approved by the General Manager, Comfort Hotel Perth City 12th September 2009.