



UPDATE from 1/4/25 MERMAID WATERS GOLD COAST code DJB SHA Matt

IMPORTANT: Note rates across 3 seasons below.

Send all booking requests to

mermaidwatersresorthotel@alhgroup.com.au,
laura.gray1@alhgroup.com.au,
mike.gilbert@alhgroup.com.au

Copy to bookings@discoverjervisbay.com.au copy
andrew.stledger@alhgroup.com.au (specifying the
booking as Code- **DJB SHA Matt** clients and is for Mermaid
Waters Resort)

To receive discount pricing, you must put booking code
'DJB/SHA-Matt'

in the subject line of the email booking

PROMO RATE : NON PEAK PERIODS \$150 : code DJB SHA Matt

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. Includes full buffet breakfast.

1. LOW SEASON FEB, March, May, June, August

Sunday to Thursday TWIN **PROMO RATE : \$150 BB2** Tripple \$175

Friday to Saturday TWIN \$245 BBT Tripple \$270

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

2. HIGH SEASON Jan, April, July, Sept, Oct, Nov, Dec until 24/12

Sunday to Thursday TWIN **PROMO RATE : \$160 BB2** Tripple \$185

Friday to Saturday TWIN \$265 BBT Tripple \$290

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



3. EVENT XMAS – SUMMER 25/12 TO 10/1 HIGH SEASON

Sunday to Thursday TWIN **PROMO RATE : \$260 BB2** Tripple \$285

Friday to Saturday TWIN \$365 BBT Tripple \$390



2. *Rates subject to a minimum of 8 rooms per night. For below 8 rooms per night BAR/Flexible rates apply. Rates quoted at time of inquiry may increase if there is a reduction in room nights. Rates are subject to all terms below and Mermaid Waters by Nightcap Plus being the first 'go to' Hotel on the Gold Coast that DJB SHA sends their clients.

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.

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
THANK YOU Matt

