

TERMS & CONDITIONS

The perfect gift for any occasion !

The Broadwater Hotels & Resorts Gift Certificate is a fabulous gift idea for any occasion and is so easy to order from a \$25 restaurant certificate to a luxury accommodation certificate – the choice is yours.

Broadwater Hotels & Resorts' Gift Certificates are subject to certain terms and conditions, including:

Gift Certificates may be used for payment of accommodation, food and beverage or services at any of the participating Broadwater properties. Gift Certificates are for one use only and subject to availability.

You must notify Broadwater of your intention to use or redeem your Gift Certificate and quote the Gift Certificate number at the time of making the initial booking and it must be redeemed at the front desk upon check-in.

Gift Certificates may not be redeemed for cash. No credit or change will be given on the unused portion of the Certificate.

Gift Certificates are for entry level accommodation only, unless otherwise specified.

Gift Certificates are not valid for deposits for group bookings, group meetings or catering functions.

Gift Certificates are not replaceable if lost, stolen or destroyed, photocopied or altered in any way and will not be accepted by Broadwater or otherwise redeemable. Terms are void where prohibited by law. Terms and Conditions of the Certificate are governed by the laws of Western Australia.

Frequently Asked Questions

Q. *How long is my Gift Certificate valid for?*

A. Your Gift Certificate is valid for a period of 12 months from date of purchase, however should the expiry date lapse, for a small administration fee, an extension can be made (prior to the expiry date).

Q. *In what denominations are Gift Certificates sold?*

A. Broadwater Hotels & Resorts Gift Certificates can be purchased in \$25, \$50, \$100 and \$200 denominations. We also have the 'Broadwater Experience Package' which allows you to choose your own package inclusions for that extra special gift.

Q. *Can my Gift Certificate be redeemed for cash?*

A. Your Broadwater Hotels & Resorts Gift Certificate cannot be redeemed for cash and must be used for either services, food and beverage or accommodation at the participating properties.

Q. Can I use my Gift Certificate more than once if I do not redeem the full value of the Certificate.

A. Unfortunately no, the Broadwater Hotels & Resorts Gift Certificate is for one use only.

Q. Do I have freedom of choice of dates for my reservation?

A. All accommodation and other services by Broadwater Hotels & Resorts are strictly subject to availability at the time of booking.

Q. Do I need to quote my Gift Certificate number when making my reservation?

A. Yes, you must notify Broadwater of your intention to use or redeem your Gift Certificate and quote the Gift Certificate number at the time of making the initial booking.

Q. What type of accommodation will I receive?

A. Unless otherwise specified, your Gift Certificate will be for entry level accommodation only.

Q. Am I able to upgrade my accommodation?

Yes – subject to availability, you may upgrade your room type for an additional charge.

Q. What if I don't have my Gift Certificate with me when checking in?

A. You must produce your original Gift Certificate to the Broadwater Reservations desk upon arrival. If you have misplaced your Certificate and are unable to produce it upon check-in, then you must pay for your accommodation and the value of your Gift Certificate will be refunded once you have presented the Certificate.

Q. What if I have lost my Gift Certificate?

A. Broadwater Hotels & Resorts Gift Certificates are not replaceable if lost, stolen or destroyed and photocopies or altered Gift Certificates will not be accepted by Broadwater or otherwise redeemable.

Q. What if the cost of my stay at Broadwater is more than the value of the Gift Certificate?

A. Should you spend more than the value of your Gift Certificate, Broadwater Hotels & Resorts will invoice you for the difference and this must be paid upon check-out.

Q. Do I have to nominate which Broadwater property I would like to purchase the Gift Certificate for?

A. If you have a preference, a Gift Certificate can be purchased for the specific property and must therefore be redeemed at that property or if you prefer, a generic Gift Certificate can be purchased that can be redeemed at any of our participating properties.
All Broadwater Hotels & Resorts are subject to change without prior notice.