

BOOKING TERMS & CONDITIONS as at 1 January 2018

Booking & Cancellation Policy

- Rates – please refer to relevant rate cards applicable for all bookings.
- GST (Goods & Services Tax of 15%) is applicable to all bookings.
- All bookings must be completed via our online booking form, accepting our policies and terms & conditions.
- 50% non-refundable deposit of the total is required to confirm peak season bookings (including special calendar events period) and is payable within 7 days of invoice.
- 25% non-refundable deposit of the total is required to confirm winter & rest of the year bookings and is payable within 7 days of invoice.
- The balance is payable no less than 30 days prior to arrival and is non-refundable.
- A 10% surcharge will apply during NZ Statutory days.
- Any booking made within 30 days from arrival, full payment is required to secure your reservation which is non-refundable and is payable within 7 days of invoice.
- Bookings will only be confirmed upon receipt of booking form and deposit payment.
- We reserve the right to cancel any booking and retain any deposit paid should any applicable amounts remain unpaid by due date.
- Where applicable, a security bond will be incurred in the total booking price and payable at the time of final balance payment.
- Either party can cancel a booking more than 120 days prior to arrival for any reason. In case any deposit paid will be refunded in full.
- Client cancellations received 60-120 days prior to arrival, any deposit paid will be refunded in full.
- Client cancellations for bookings during peak and special calendar events period:
 - Within 60 days of arrival, 100% of the total reservation will be charged.
- Client cancellations for bookings during winter and rest of the year:
 - 30-60 days before arrival will result in 25% deposit being forfeited.
 - Less than 30 days before arrival, 100% forfeit of the total booking price.
- All cancellations must be received in writing.

Payment Policy

- Credit Cards accepted are: Visa/Mastercard/Amex.
- A 2.95% credit card fee applies for Visa and Mastercard transactions and 3.5% for Amex transactions.
- EFTPOS and internet banking options are also available.
- Credit card details will also be taken upon booking confirmation for any miscellaneous charges relating to and incurred during your stay.