



# RAETIHI LODGE

## Raetihi Lodge Exclusive Use Terms & Conditions

### General Terms

All bookings are required to be booked for a minimum of 3 consecutive nights and accommodation rates quoted are based on a per night basis.

Please note the check in time is 1.00pm and check out time is 11.00am and the Lodge must be left in a tidy condition. Raetihi Lodge staff will complete the final clean and guests will be charged a final cleaning fee based on the number of rooms occupied up to NZ\$600.

Any damage to the property must be reported immediately to the Raetihi Lodge contact you have been given, and depending on the damage and circumstances causing the damage, you may be liable for any costs incurred in repairing the damage.

### Payment Policy:

To secure your booking a 30% deposit of your total stay will be required to confirm your reservation. We recommend paying this by bank transfer and the deposit pro-forma invoice shows the account details. We are happy to also charge a credit card for the deposit, however we will require a photo of the credit card (both front and back) and a copy of photo ID for any credit card deposits to ensure our guest's credit card security.

The balance of your account (the final 70%) will need to be settled 7 days prior to your arrival.

### Security Deposit *(For Winter Season bookings when there's no staff on-site)*

As the Lodge is currently closed with no staff onsite, our Winter Exclusive Use bookings do require a security deposit of NZ\$1800 which will be returned at the end of your stay.

Our preferred method of deposit is to charge an authorisation on your credit card which will freeze these funds for 5 working days, then these funds are automatically released by the bank. If you prefer not to have funds frozen on your credit card, we are also happy to accept both bank transfers and cash deposits.

### Cancellation Policy:

All cancellations must be received in writing direct to Raetihi Lodge.

#### *Standard Cancellation Policy*

Outside 30 days before arrival	No charge
30 - 7 days	30% charge for the venue cancellation
Less than 7 days	Full charge for the venue cancellation

We encourage all valued guests to take travel insurance in the event that circumstances outside of their control cause cancellation of their booking and thus incur a cancellation fee.