



## **TERMS & CONDITIONS**

### **Raetihi Lodge Exclusive Use**

By booking your stay at Raetihi Lodge, you are agree to the following Terms and Conditions:

#### **Rates**

- All rates are quoted in New Zealand dollars and include 15% GST.
- We have a 3-night minimum stay throughout the year.
- Rates are subject to change and will be confirmed at the time of reservation.

#### **Booking Deposit Terms**

- A 20% non-refundable deposit is required to secure your reservation. We accept credit cards via our online payment system (Stripe) or direct deposit to our bank account with the following information:
  - Raetihi Holdings Ltd. – ANZ Bank # - 010598–0255584-00
  - Payments by credit card will incur a 2.5% surcharge
  - For direct deposits, we will issue an invoice for the 20% non-refundable deposit.
- The booking is transferrable, but not refundable.
- A further 50% of total amount is payable 30-days prior to your booking date and will be charged to your credit card on file or an invoice will be sent to you as a reminder for the direct deposit balance.
- The final 30% full balance and payment is payable on departure.

#### **Cancellation policy**

- Cancellations received with less than thirty (30) days' notice are subject to the non-refundable reservation deposit. Cancellations received with less than 14 days' notice are subject to a 60% forfeit of total booking period. This will be charged to the credit card number obtained with your booking confirmation and/or an invoice will be issued for the balance due.
- No shows will forfeit 100% total booking period.
- No refunds for early departures or dinner cancellations.
- It is recommended that travel insurance be taken out, in case of unforeseen circumstances.

## **Check-In & Out Times**

- Check-In: 2pm
- Check Out: 11am

## **Dining**

- Our Inclusive dining package includes Continental Breakfast with tea/coffees, Platter Lunch, pre-dinner Aperitifs & Nibbles, 2-course Dinner daily (from our selection of set menu choices), but excludes drinks with or after dinner. We do have a bar available for purchasing drinks however.
- Please advise any special dietary requirements at least 30 days out from arrival as we need to order supplies in advance due to our remote location.

## **Miscellaneous**

- We are a no smoking property. Fire is our biggest risk. Any smokers must be outside beyond the undercover verandas. Anyone ignoring this rule will be charged a cleaning surcharge and may be asked to leave.
- No animals are permitted in the property.
- Any damage to the room or property may be charged to the credit card provided, or billed to the guest and may include loss of income if applicable.
- Raetihi Lodge accepts no responsibility to amend your reservation due to transport delays/closures/cancellations. i.e. airport, ferry, or road closures due to bad weather.
- All rates are subject to change.

## **Privacy Policy**

- If for any reason, Raetihi Lodge is unable to accommodate you after your booking is confirmed, we will notify you immediately by e-mail. We are committed to ensuring that your privacy is protected. Under no circumstances will the details of guests be shared amongst individuals nor be distributed to third party organisations without consent. Credit card details entered are securely encrypted and all payments processed on this website are done through a certified PCI compliant payment gateway. Legal Trading Name: Raetihi Holdings Ltd.

As at June 2019