

# 9 Karapiro Road

## Booking Terms and Conditions

### Powered Sites

#### Reservations Policy

- Reservations may only be made by responsible adults aged 18 or over.
- Rates are quoted in New Zealand dollars (NZD) exclusive of 15% GST.
- All accounts must be settled directly with 9 Karapiro Road.
- Reservations must be secured with full payment which can be paid by bank transfer or credit card (subject to credit card transaction fee of 2.95%).
- We reserve the right to cancel your booking if payment is not made.

#### Cancellation and Refund Policy

We understand that plans can change and we will do our best to accommodate you if you need to change the dates of your booking. As a small, family-run business, late cancellations can have a significant impact on our business. For this reason, bookings of powered sites are non-refundable.

*No-shows* will be liable for the full cost of their booking and will not be entitled to a refund.

We recommend that guests consider obtaining an appropriate travel insurance policy, which is often inexpensive and can offset any losses suffered due to unforeseen circumstances.

#### Arrival and Departure

- Check in time on day of arrival is 3pm, unless otherwise agreed.
- Checkout time on day of departure is 10am, unless otherwise agreed.
- For group bookings, the responsible organiser will be required to sign a guest registration form on behalf of the group.

## **Guest Code of Conduct**

We welcome you to enjoy the property during your stay and in return we request that guests respect the property, conduct themselves in an appropriate manner and comply with all Laws, Acts and Regulations and Local Authority by-Laws.

## **Loss or Damage**

We hope you will treat our property respectfully, as though it were your own, and leave it in the condition you found it. We also understand accidents sometimes happen. Any breakages or damage, even those which you consider not to be your fault, must be reported to management immediately.

## **Dump Station**

A campervan dump station is available on site, which is free for use by 9 Karapiro guests only. You must have a container to collect your grey water from your van, please do not let it run onto the ground. Please use the hose to rinse off concrete pad once you have finished.