

9 Karapiro Road

Booking Terms and Conditions

Self-Contained Units

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 confirmed with a signed booking agreement and secured with a 50% deposit which can be paid by bank transfer or credit card (subject to credit card transaction fee of 2.95%).
- The deposit should be paid within 7 days of making a booking and reservations are not confirmed until the deposit has been paid. We reserve the right to cancel your booking if the deposit is not received by the due date.
- Final payment of the balance is due no later than 7 days before your arrival.

Cancellation and Refund Policy

~~We reserve the right to cancel your booking if payment is not made.~~
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, deposits 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. For the safety, comfort and health of our guests, 9 Karapiro Road is a completely NON-SMOKING venue and vaping is not permitted. We reserve the right to engage a cleaning company at your expense if smoking is found to have occurred in the rooms.

What to Bring

Prices do not include bed linens, pillows, towels and tea towels - please bring these items with you. Linens may be hired, for additional charge and this must be arranged and paid for in advance of your arrival.

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. An assessment will be undertaken on your departure and you will be notified of any additional charges for unreported damage or missing items.

Parking

We are pleased to be able to offer ample parking to our guests. Please ensure that access to other buildings on the property is not blocked and that the tracks are kept clear of parked vehicles. Parking is at the vehicle owner's risk and we do not accept any liability for vehicles parked on the property.

On Your Departure

Please leave the property clean and tidy on departure. We reserve the right to apply a cleaning fee if the property is found to have been left in an unsatisfactory state (including excessive mess or uncleanliness, etc.).