

Terms & Conditions – Aubyn Court Spa Motel

August 2022

Rates:

All rates are quoted in New Zealand Dollars on a per night basis and include GST.

Reservations:

You must be 18yrs or over to make a reservation.

All reservations require a current and valid credit card (a debit card is not accepted as a credit card).

We reserve the right to pre-authorise, take payment, request a bond or do the necessary checks on the card provided, if any of these transactions decline, your booking will be cancelled.

All reservations made must be legitimate, made for your own purpose or for another person whom you are legally authorised to act for. When you make a booking you are agreeing to our payment terms and cancellation policy (provided herein), you are also providing a warrant that all information that you supply to us is true and correct.

Group bookings (3 or more rooms) require a 50% deposit at the time the reservation is made, if a deposit is not paid the reservation will be cancelled. Confirmation of guest numbers for group bookings must be made at least 15 days prior to arrival.

Bond:

If a current and valid credit card is not available at the time of check-in (a debit card is not accepted as a credit card) a bond of \$200 will be required for security. The bond will be retained as payment either in part or in full if there are damages, loss, theft, business disruption, additional guests and/or additional cleaning required as a result of the guest's actions or the actions of their visitors. The bond will be refunded after a room inspection at the discretion of Aubyn Court management.

Number of guests:

All bookings should be made with the correct number of guests (including all children). Failure to disclose the correct number of guests will forfeit the booking.

Pets:

We are a pet free complex, no pets are permitted.

On Arrival:

Upon arrival we require a registration form to be signed, this confirms the details of the accommodation and provides additional acceptance of these terms and conditions.

A photo ID may be required for reservations.

Covid-19 Procedures:

Guests are required to follow all directives from management with regards to following the COVID-19 procedures that we have in place. Failure to do so will result in your booking being cancelled.

Cancellations:

** Please note that all cancellations must to be made in writing, this can be done by emailing to info@aubyncourt.co.nz OR text to 027 18003414

Cancellation of your booking is free of charge up to 48 hours prior to check-in (2pm), if the cancellation is made within 48 hours of your scheduled check-in (2pm) you will be charged for the full amount of your booking. A "no show" will be treated as a late cancellation.

If you alter the length of your booking after you have checked-in, our 48 hour cancellation policy will be applied.

Group bookings (3 or more rooms) are required to give 30 days' minimum notice to avoid the forfeiture of their deposit. Changes to the reservation will result in changes to the quoted rate/s and may constitute a late cancellation and the associated charges.

Covid-19 Cancellations:

If a booking is cancelled due to disrupted travel plans caused by Covid-19 (BUT NOT because of Government mandated travel restrictions) i.e. you need to isolate due to being a positive Covid case or a close contact of a positive Covid case, our standard 48 hour cancellation policy applies (cancellation is free of charge up to 48 hours prior to check-in (2pm), if the cancellation is made within 48 hours of check-in (2pm) you will be charged for the full amount of your booking.

If a booking is cancelled due to disrupted travel plans as a direct result of the New Zealand Government imposing mandated travel restrictions, we will cancel your booking free of charge and refund any prepayment made OR hold a credit for you to re-book at a later date.

Arrival and Departure Times:

Check-in is available from 2pm on the day of arrival.

All guests are required to check-in by 8.30pm on weeknights and 8.00pm on weekends and public holidays. Please contact us if you are to arrive after this time and arrangements may be made for a key to be left in our after-hours lock box (the room must be paid for in full and a credit card provided as security before a key will be left).

Check-out must be by 10am on the day of departure.

Damages/Theft:

Whilst inhabiting the booked room the guest must take all reasonable care to ensure that motel property is kept safe from damage and secure from theft.

Damage to motel property should be reported immediately. Any extra cleaning, repairs or replacements required to restore our rooms or property to its normal condition will be charged, this includes damage caused by hair dyes and spray tans and theft of motel property. A charge for any resulting loss of income or business disruption may also be applicable. These charges are at the discretion of Aubyn Court management.

Aubyn Court Spa Motel does not take any responsibility for guest's property (or that of their visitors).

Smoking or Vaping:

We have a strict no smoking or vaping policy for all of our motel rooms. There are no exceptions and an in room smoking or vaping charge of \$250 will apply.

Fire Alarm Activation:

In the event that a guest either, maliciously or accidentally through irresponsible behaviour, activates our fire alarm, Aubyn Court Spa Motel reserves the right to charge or partly charge any costs associated with the false alarm call out.

Visitors:

Motel guests may have visitors (permitted only at the discretion of management) but we do not allow large, noisy gatherings or parties in our rooms. Visitors must leave the premises by 9pm. No visitors are to stay the night, if this happens an additional guest charge will be incurred.

Guest Behaviour:

Any antisocial, aggressive, or inappropriate behaviour will not be tolerated and will result in that person or persons being immediately removed from the motel property.

Accounts:

All accounts are payable on arrival unless prior arrangement has been made.

If there are any outstanding amounts on the guests' account, these will be charged to the credit card or cash bond given as security.

Guests Details:

Aubyn Court Spa Motel reserves the right to use guest details and feedback acquired during their stay for our own purposes unless specifically requested by the guest that we do not do so.

Force Majeure:

Aubyn Court Spa Motel will not be in breach of any agreement or liable in any way, if we are prevented from complying with the supply of accommodation and any other related services by any reason of "Act of God", Act of Public Enemy, War, Earthquake, Riot, Fire, Storm, Flood, Explosion, Compliance with any Law or Government Order, Lock Outs or any other cause not reasonably within the control of motel management.

Breach of these Terms and Conditions:

Management reserves the right to remove guests from the motel property if these terms and conditions are breached. No refund will be given, and additional charges may apply.

Signing the guest registration form upon check-in or inhabiting the room, gives authorisation for management to charge guests Credit Card or account as outlined in these terms and conditions.