

## KAITERITERI RECREATION RESERVE

### TERMS AND CONDITIONS: APARTMENTS

#### **BOOKINGS:**

***Please Note:*** If you have accepted a booking for our apartments you are deemed to have accepted these terms and conditions along with our code of conduct and are therefore subject to them.

- **Deposit:** A deposit of the first night's tariff per apartment is required to confirm all reservations. Balance of accounts are payable on arrival and payment must be made for the full time booked. A valid credit card must also be supplied upon arrival as a security for any in-house accounts.
- **Guarantee Policy:** All reservations must be guaranteed by a valid credit card with sufficient funds at the time of booking.
- **Age Policy:** All reservations received must be made by persons who are 18 years or older and Proof of ID may be requested on check in. Any person under the age of 18 year must be accompanied by an adult at all times. Failure to comply may result in termination of the accommodation reserved.
- **Children Policy:** There is no additional charge for children under 2 years of age and using either existing bedding or a baby cot. Baby cots are available at no additional charge and are subject to availability at the time of booking.
- **Rates Quoted - Currency & GST:** All accommodation rates and services advertised by the Reserve, whether directly, via marketing or online are quoted in New Zealand dollars on a per night basis and are inclusive of GST of 15%. Management reserves the right to alter tariffs without notice.
- **Minimum Stay:** A two-night minimum stay period applies between 25<sup>th</sup> December and 14<sup>th</sup> February.
- **Carparks:** there is one car park space allocated for each apartment plus one designated disabled car park space for the complex. Additional car park spaces may be available in the main public car park but will require a parking permit from the Reserve's office for overnight stay.
- **Force Majeure:** Kaiteriteri Recreation Reserve will not be in any breach of this agreement or in any way liable, if it is prevented from meeting its obligations due to an event of force majeure, such as an Act of God, War, Earthquake, Riot, Storm, Flood, Explosion, Strike, or any other cause not reasonably within the control of the Reserve.

#### **CHECK IN / CHECK OUT:**

- **Check in Policy:** Standard check in time is from 2.00pm. You are welcome to store your luggage on the Reserve if you arrive prior to 2.00pm and the apartment is not available. We will contact you when the apartment is ready.
- **Check Out Policy:** Standard check out time is up until 10.00am. Please contact the office if you require a later check out time.
- Any early arrival or late departure requests are subject to availability. A charge of \$40.00 per hour will apply each hour from 11.00am onwards for late departures.

## **CANCELLATIONS AND REFUNDS:**

- Reservations are only confirmed upon receipt of deposit or full payment. A full refund will be given if your booking is cancelled at least 14 days before your planned arrival. If you cancel within 14 days of your expected arrival, a cancellation fee of one night's accommodation will apply.
- There will be no fee reduction for early departures and late arrivals.
- Bookings made through third parties are subject to that particular company's policy.
- If you have not arrived or contacted us within 24 hours after the original arrival date, we have the discretion to cancel your reservation.
- Package/Special Rates: All specials and package rates will have individual cancellation policies that will be conveyed to the guest for direct bookings or for online bookings they will be visibly displayed on both the reservation and payment screens and will require the customer to accept the terms and conditions at the time of confirming the booking.

## **PAYMENTS:**

- Online Payment: All online bookings made on our website are charged at the time of booking using a valid credit card (Visa & MasterCard) and the card number, expiration date and card security code (CCV) must be entered to complete this transaction. Online payments are made via our payment platform using a third-party provider, Merchant Warrior, who offers a secure payment system to protect customers credit card details with security settings that are compliant with all New Zealand regulatory and statutory regulations.
- International Payments: Prices are advertised in New Zealand dollars so the amounts charged to credit card payments may fluctuate due to exchange rate fluctuations as bookings are converted into New Zealand dollars at the exchange rate on the day it is processed. If any cancellations are refunded, then these are also processed in New Zealand dollars at the exchange rate on the day that the refund is processed so there may be a variance to the initial amount charged. The Kaiteriteri Reserve Apartments are not liable for any exchange rate variances.
- Refunds: Any refunds will only be made to the same credit card debited for the original transaction.
- Payment Terms for In-house Accounts: All charges must be settled on departure unless prior arrangements have been made.
- Data Security: Kaiteriteri Recreation Reserve takes the appropriate measures, in accordance with all regulatory requirements, to protect Person Information (PI) against accidental or unlawful destruction, alteration or unauthorised disclosure or access. We have implemented technical measures such as firewalls, login password systems and physical protection to this end. Credit card details are entered into the Merchant Warrior system which has the highest level of Payment Card Industry Data Security Standard (PCI DSS) compliance.

## **PERSONAL INFORMATION (PI):**

a. *Information Required & Collection:* We will only collect PI that is necessary for the purposes of data processing and may be collected in certain circumstances, without limitation, as follows;

- 1) Hospitality activities such as bookings, check in and check out, room charges during the guests stay, and any claims or requests.
- 2) Participation in marketing programs, with customers' consent.
- 3) Provision of information by third party service providers such as tour operators, travel agencies, GDS reservations, online booking engines etc.
- 4) Internet activities such as filling in any online collection forms such as questionnaires etc.
- 5) We do not knowingly collect PI from children under the age of 18 years, except name, age and nationality as provided directly by an adult on their behalf or without a relevant adult's permission.

b. *Confidentiality & Security:* We will implement reasonable technical and organisational measures to protect the customers' PI against accidental or unlawful alteration / loss, or from unauthorised use, disclosure or access.

c. *Storage:* PI will be kept for the period for the purposes of the data processing and in accordance with regulatory and statutory requirements.