

PROPERTY DEPOSIT AND CANCELLATION POLICY

No reservation will be accepted or guaranteed unless a valid credit card is supplied. Pacific Harbour Villas reserves the right to pre-authorize credit cards prior to arrival.

During our high season period 1st December – 31st March, full payment is required at the time of the booking in order to secure your reservation.

Two weeks cancellation notice is required for the high season period 1st December – 31st March and any New Zealand public holiday.

All reservations for 4 or more rooms require a 50% non-refundable deposit of the total amount within 24 hours of making the booking.

Cancellations for 4 or more rooms are required to give 30 days' minimum notice.

48-hour cancellation notice is required prior to the date of arrival for all individual bookings. Cancellation fee of full amount will be charged.

All cancellations and amendments must be received in writing.

No-show guests will be charged the full amount of their reservation.

Failure to check-in on arrival date, Pacific Harbour Villas are authorized to immediately terminate the full reservation (guest will cover the no-show cost)

Payment is always on arrival. Room must be paid for in full before check-in, unless prepaid.

General Policies

No cooking strong smelling foods that can stain the room. This will result in a \$150.00 NZD cleaning fee.

Check-out is at 10:00 am. No refunds will be given for early check-out.

If a room has been left in an extremely dirty state this will result in a \$200.00 NZD cleaning fee.

No Smoking inside the room. This will result in a \$1,000.00 NZD fee.

If room key is not returned to Pacific Harbour Villas \$50.00 NZD will be charged.

An excess amount of dishes left behind will result in a \$150.00 NZD cleaning fee.

All guests bringing pets onto the property are required to fill in a Pet Policy form before check-in.