



Hotel Booking Policies

The registered guest name is the person responsible for the hotel room and its contents for the period of registration. The registered guest will be liable for damages caused by third parties, including but not limited to visiting friends; regardless of whether the registered guest is present or not at the time the damage occurs.

All reservations must be guaranteed with a valid credit card at the time of the booking. All card holders automatically authorize Pacific Harbour Villas to charge 1-night non-refundable prepayment to their card. If the card declines, the booking will be cancelled until payment is accepted. Once your reservation has been confirmed, any applicable cancellation fees will be charged to your credit card.

Rates quoted are based on the selected number of occupants and length of stay. Any alterations to these details may affect the nightly rate charged.

Cancellations for all bookings are 30 days prior to the date of arrival. Failure to check-in on your arrival date, room(s) will automatically be released, and guest will cover the full reservation amount. Pacific Harbour Villas reserves the right to immediately relist the availability of these rooms.

Reservation costs must be paid in full at the time of check-in. A valid form of I.D is required.

Check-in is from 3:00 PM – 7:00 PM. Check-out is by 10:00 AM. Unauthorized late check-out, after 10:15 AM, will incur a \$40.00 surcharge per 30 minutes.

Any excessive cleaning charges will be charged, above the normal level of cleaning due to the room being left in an unacceptable state and/or scent from strong smelling foods staining the room. Guests smoking in the villas will be fined \$350.00 NZD + GST.

Pets are permitted onsite but must be arranged prior to arrival. Pet owners are required to fill in our pet policy agreement form on arrival. An additional \$25.00 fee per pet applies.

In the event of Force Majeure Pacific Harbour Villas will not be liable or pay you compensation if our reservation obligations to you are affected by "Force Majeure". For the purposes of these Terms and Conditions within our Hotel Booking Policies, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned control.

Pacific Harbour Villas will not hold themselves responsible for problems caused beyond their control or when they are not notified of a problem at the point where remedial action can be taken. In the unlikely event that a complaint cannot be resolved at the time, the client or guide should write to their Tour Company within 48 hours of their departure from Pacific Harbour Villas and provide all relevant information. If the client or guide fails to take any of these above steps, they will hinder the Company's ability to put any problem right and/or investigate it fully and reduce or completely invalidate any right to receive compensation.

By making a reservation with Pacific Harbour Villas, you automatically agree to the above Hotel Booking Policies and acknowledge that the named guest will be personally liable for all accommodation and incidental costs charged to the room after booking confirmation has been sent, for any loss or damage to the villa during their stay, any cancellation or no-show fees and any debt collection costs incurred.

DISCLAIMER: By making a reservation with Pacific Harbour Villas, you automatically agree to the above Terms and Conditions, stated within our Hotel Booking Policies document.

Valid 31/03/20