

# Reservation Terms and Policies 2023/2024

## Additional Guests & Beds

- A maximum of 1 x additional bed can be placed in most Cottage Suites (maximum occupancy of 3 guests).
- The Security Room has a maximum occupancy of 2 guests.
- This will include the same rate inclusions as the accommodation type you have booked. Please note this does not include over-and-above inclusions that a special package deal may have.
- Offsite guests can join Staying guests for pre-dinner drinks & Dinner for \$295.00 inc GST. The lodge must be informed at least 72 hours prior.

## Arrival & Departure

- Check in is from 2.00pm
- Check Out is prior to 11.00am
- Early check in and late check out may incur additional fees at the lodge discretion to be guaranteed.

## Buy-Outs

- All group bookings that exceed 13 or more Cottages are required to take exclusive use of the 16 Cottage suites.
- Buyouts means sole use of our 16 Cottage Suites, for a maximum of 32 Guests, based on double/twin share.
- Additional guests are charged as per above.
- Buy-Outs that require solely single occupancy are POA.
- Buy-Outs are accepted at the discretion of the General Manager of Wharekauhau Country Estate and does not preclude the private villas on the estate being sold, and subsequent facilities at lodge used, unless the guest/client does a Total Property Buy Out including Foley Villa.
- Buy-Outs do not preclude private residential residents of the estate from being on the estate or the hiking trails, however it does guarantee private use of the lodge, cottages, pool, gym, spa & lodge experiences.
- Any buyouts are bonded by a separate contract, signed by both parties.

## Child Policy

- 0-24 months infants will be staying complimentary and provided with a porta-cot supplied.
- Alternative appropriate dining arrangements (times, location, dietaries) will be discussed prior to arrival for all persons under 12 years of age.
- Some activities & experiences have an age minimum such as quad biking, shooting.

## Deposit Policy

- A deposit of 50% of accommodation is payable at the time of confirmation year-round.
- 1-4 Cottages (FIT), 5-12 Cottages (Groups), and Buyouts have different deposit terms as shown below in the 'Deposit and cancellation schedule'.
- The below schedule covers all cancellations and movements of bookings and refers to total booking value.
- A valid credit card must be provided as a guarantee for each reservation. If one cannot be supplied, then full pre-payment must be made at time of confirmation.

## Commercial Use

Guests cannot conduct commercial activity or an activity that seeks to gain profit without pre-written consent from the General Manager. This can include, but is not limited to product placement, filming with the intent for commercial use.

## Hold & Waitlist Policy

- All room holds are guaranteed to be held for 48 hours only from the time of placing a hold on a room, without further contact it will auto release, and you will be notified by email.
- If an additional reservation that is ready to confirm makes contact while your reservation is on hold, the first hold will have 2 hours to confirm the booking or release the hold.
- Bookings made with a 48-hour window or less between booking and the stay commencing must be booked and confirmed within a 2-hour window
- Wharekauhau Country Estate does not operate a waitlist except for bespoke weekend events, and Summer Peak Season rate period

## Inclusions with Rates

All rates across all room categories are inclusive of:

- Luxury accommodation
- Pre-dinner drinks and canapés
- Multicourse dinner
- Full country breakfast
- Minibar (Excluding wine and spirits)
- Wi-Fi
- Access to hiking trails, gymnasium, hot tub, swimming pool, mountain bikes

\*\* Our Foley Villa also includes a dedicated host and a dedicated chef for dinner and breakfast during each stay and a dedicated host

## Minimum Night Stays / No Arrival Dates

A minimum night stay applies for the below dates.

- **PEAK RATE SEASON** – 15 Dec - 5 Jan (2 Nights minimum)
- **EASTER WEEKEND** – 7-10 April – (3 Nights minimum)
- **ANNZAC WEEKEND** – 21-25 April - (3 Nights minimum)
- **KINGS BIRTHDAY WEEKEND** – 2-5 June - (3 Nights minimum)
- **MATARIKI WEEKEND** – 13-15 July - (2 Nights minimum)
- **LABOUR DAY WEEKEND** – 20-23 October (3 Nights minimum)

A minimum stay of 2 nights applies to all Foley Villa bookings year-round

A minimum stay of 2 nights applies on weekends Fridays & Saturday year-round

We will not be accepting arrivals on Christmas Day & Boxing Day (25 & 26 Dec), or New Year's Day (1 Jan)

## Payment Details & Fees

- A 4% surcharge applies to all American Express charges
- A 2% surcharge applies to all Visa & Mastercard transactions
- Direct international wire transactions incur a 5% fee prior to payment (**please ensure that overseas bank charges are routed back to the originating bank for us to receive full payment**)
- We no longer accept cheques as a payment form

**Bank:** BNZ

**Account name:** Wharekauhau Country Estate

**Account number:** 02 0600 0095170 00

**SWIFT:** BKNZNZ22

**Address:** BNZ, 38 Willis Street, Wellington

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### DEPOSIT & CANCELATION SCHEDULE

	<b>AUTUMN 2023</b> 1 Apr – 30 Apr	<b>WINTER 2023</b> 1 May – 30 Sept	<b>SPRING 2023</b> 1 Oct – 14 Dec	<b>SUMMER-PEAK 2023/2024</b> 15 Dec – 5 Jan	<b>SUMMER 2024</b> 6 Jan – 31 Mar
<b>CANCELLATION POLICY</b>					
<b>FIT 1-4 Cottages</b>	<ul style="list-style-type: none"> <li>• <b>Outside of 60 days:</b> No charge</li> <li>• <b>60-31 Days:</b> \$200 admin fee</li> <li>• <b>30-14 Days:</b> 50% charge</li> <li>• <b>Inside 14 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 60 days:</b> No charge</li> <li>• <b>60-31 Days:</b> \$200 admin fee</li> <li>• <b>30-14 Days:</b> 50% charge</li> <li>• <b>Inside 14 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 60 days:</b> No charge</li> <li>• <b>60-31 Days:</b> \$200 admin fee</li> <li>• <b>30-14 Days:</b> 50% charge</li> <li>• <b>Inside 14 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside 1 September:</b> No charge</li> <li>• <b>Cancellation from 1 September to arrival date:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 75 days:</b> No charge</li> <li>• <b>75-46 Days:</b> 50% charge</li> <li>• <b>Inside 45 Days:</b> 100% charge</li> </ul>
<b>GROUP 5-12 Cottages</b>	<ul style="list-style-type: none"> <li>• <b>Outside of 90 days:</b> No charge</li> <li>• <b>90-76 Days:</b> 25% charge</li> <li>• <b>75-46 Days:</b> 50% charge</li> <li>• <b>Inside 45 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 90 days:</b> No charge</li> <li>• <b>90-76 Days:</b> 25% charge</li> <li>• <b>75-46 Days:</b> 50% charge</li> <li>• <b>Inside 45 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 90 days:</b> No charge</li> <li>• <b>90-76 Days:</b> 25% charge</li> <li>• <b>75-46 Days:</b> 50% charge</li> <li>• <b>Inside 45 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside 1 September:</b> No charge</li> <li>• <b>Cancellation from 1 September to arrival date:</b> 100%</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 90 days:</b> No charge</li> <li>• <b>90-61 Days:</b> 50% charge</li> <li>• <b>Inside 60 Days:</b> 100% charge</li> </ul>
<b>13+ Cottages (Buyout)</b>	<ul style="list-style-type: none"> <li>• <b>Outside of 120 days:</b> No charge</li> <li>• <b>120-90 Days:</b> 50% charge</li> <li>• <b>Inside 60 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 120 days:</b> No charge</li> <li>• <b>120-90 Days:</b> 50% charge</li> <li>• <b>Inside 60 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 120 days:</b> No charge</li> <li>• <b>120-90 Days:</b> 50% charge</li> <li>• <b>Inside 60 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 365 days:</b> No charge</li> <li>• <b>364- 271 Days:</b> 50% charge</li> <li>• <b>Inside 270 Days:</b> 100% charge</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outside of 150 days:</b> No charge</li> <li>• <b>150-90 Days:</b> 50% charge</li> <li>• <b>Inside 90 Days:</b> 100% charge</li> </ul>
<b>DEPOSIT TERMS</b>					
<b>FIT 1-4 Cottages</b>	<ul style="list-style-type: none"> <li>• A deposit of 50% of booking on confirmation</li> <li>• Balance due on checkout</li> </ul>	<ul style="list-style-type: none"> <li>• A deposit of 50% of booking on confirmation</li> <li>• Balance due on checkout</li> </ul>	<ul style="list-style-type: none"> <li>• A deposit of 50% of booking on confirmation</li> <li>• Balance due on checkout</li> </ul>	<ul style="list-style-type: none"> <li>• A deposit of 50% of booking on confirmation</li> <li>• 1 September 2023: full balance due</li> </ul>	<ul style="list-style-type: none"> <li>• A deposit of 50% of booking on confirmation</li> <li>• Balance due on checkout</li> </ul>
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