

## Booking Policy, Terms and Conditions

These Terms and Conditions are intended for your safety and ease of use of our services. They should be read and understood before making a booking. The following terms are necessary for the benefit of everyone who stays at Clifton Court Motel. By making a booking with us, you are agreeing to be bound by these terms and conditions.

### Booking

**All tariffs and charges are quoted or listed on a net basis.**

Although we require your Credit Card details to be input at the time of booking, your card will not be charged until the morning of your departure. This allows you to select a payment type you're comfortable with at check-out time.

Group bookings will be required to pay a deposit of one night's accommodation. If group members are paying individually, each individual member will be required to make a separate booking.

### Payment

All accommodation and other charges must be paid in full on the day of departure unless you have pre-paid.

If you are leaving early before the office opens at 7.00am, please settle your account the night before.

Recovery charges will apply if any account is not paid on time.

### Cancellation

If a booking is cancelled or modified up to 12 hours before your date of arrival, no fee will be charged.

If cancelled within 12 hours of arrival or in case of no-show, 100% of the first night may be charged if the unit or units cannot be re-sold.

Reservations made through a booking agency will upon cancellation attract said booking agency's administration fee in addition to any Clifton Court Motel fees & charges.

**Clifton Court Motel reserves the right to cancel a booking at any stage.** All payments will be fully refunded if this situation arises.

### Check-in | Check- out

**Your room will be ready for you by 2pm on the day of arrival, and check out time is 10:00am on the last day of your stay.**

Late check-out may be arranged but please do not be offended if we are unable to comply with your request due to any demand for rooms by new arrivals.

We are happy to store luggage for guests prior to check-in or after check-out.

Please keep us informed as to your arrival time, especially if arriving early or late.

### Non-Smoking and strong odours

**For the comfort and benefit of our guests, Clifton Court Motel is a strictly non-smoking, inside unit, establishment.** Ash pots are provided outside.

Should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional \$200-\$300 for specialist cleaning to your room.

The same policy applies to any other strong odours in the unit such as the cooking of highly spiced or odorous foods, cleaning and or cooking of seafood all of which may be offensive to future guests and require additional cleaning and deodorising.

Payment will be taken from the card used to secure the room.

### Damaged or Missing Property

The person booking the room or the cardholder is deemed to be responsible for their actions and those of any of their party or guests. Clifton Court Motel reserves the right to replace, with new, any missing, damaged or soiled items. Any additional cleaning will be charged appropriately and may include any cost for loss of business. Losses include lost income, specialist expenses and the sourcing of alternative accommodation for other guests as necessary.

The guest acknowledges that the charge may be debited from the credit card or charge facility used for payment of the booking.

## Visitors

Visitors are welcome at reasonable hours, however please be considerate of other guests. Large, noisy gatherings or parties are not permitted in our rooms or anywhere on the property unless arranged prior with Clifton Court Motel management. Guests' visitors must park on the roadway at all times and vacate the premises quietly by 9.00pm.

## Computer Use

Clifton Court Motel accepts no responsibility for the propagation of computer worms or viruses transmitted from this site or through use of the wireless internet facility. Wi Fi access is available but not guaranteed. For security our password is changed regularly.

## Apple TV & Netflix

Upon check-in you may be provided with an Apple TV remote, to control the content provided on the Apple TV box, including complementary Netflix. Please ensure this remote is either returned to the reception, or left on the dining table of your unit upon check-out. **A fee of \$45.00 will be charged to you, should the remote become lost.** To gain access to some features of the Apple TV (such as movie rental), you will need to log in to the device using your own Apple ID. All purchases or rentals made by you on the Apple TV will be charged directly to you by Apple. As such, we have no involvement in this process. **Please ensure that you log out of anything you log into, at the conclusion of your stay.** Although we will endeavour to check that you have logged out after your stay, Clifton Court Motel and its staff do not accept any liability, in respect to any loss resulting from the use of your account, should it not be logged out.

## Special Needs

It is the responsibility of the guest to advise the management of any special needs.

The building has not been designed to be wheelchair friendly nor is it suitable for disabled persons without their special carer present at all times.

## Guest Property

Clifton Court Motel and its staff do not accept liability in respect of any loss or damage to articles brought into the motel premises. We also cannot accept responsibility for your cars while parked on our premises. Your car is parked at your own risk.

## Lost Property

Lost property is held for a period of 1 month.

It is the responsibility of the guest to contact Clifton Court Motel management to claim lost property.

On request, lost property will be returned via a pre-paid and addressed NZ Post envelope or courier at the guests cost.

## Animals, Four Legged or Otherwise

**Clifton Court Motel does not allow animals, or pets on the premises.** For the comfort of all other guests, pets will not be allowed on the property. Clifton Court Motel reserves the right to cancel the booking of a guest, unless other accommodation arrangements can be made for your pet elsewhere prior to arrival.

## Essential Services

Clifton Court Motel does not accept any responsibility for failure or interruption of utilities and essential services but shall make every effort to contact the authorities to report such incidences. Furthermore, in the event that a faulty appliance is reported, Clifton Court Motel does not accept any responsibility for subsequent loss of amenity by the guest.

## Changes to these Terms and Conditions

Clifton Court Motel has the authority and the right at any time it sees fit to change or modify all or any part of these terms and conditions.

**The above terms and conditions are deemed to have been accepted when a booking is made.**