



# Terms and Conditions

Kerigold Chalets Offers private and secluded motel accommodation in the heart of Kerikeri. Perfect for business or on holiday, Kerigold's private, stand-alone and self-contained chalets and executive studios are set in a quiet and natural orchard environment and is only a short stroll to central Kerikeri and local eateries.

We hope you enjoy your stay with us.

Book Direct with us for best rates.

*Competitive corporate rates are available.*

09 4073200

0800 537 446

[www.Kerigoldchalets.co.nz](http://www.Kerigoldchalets.co.nz)

# Terms and Conditions

All bookings are subject to the following Terms and Conditions<sup>1</sup>:

1. Bookings are as detailed in the booking confirmation. Your booking is only for the people booked. Any additional guests may have additional charges.
2. All bookings are subject to availability and may be canceled at management discretion.
3. Guests' belongings are the responsibility of the guest and no liability for lost or stolen goods shall be applicable to Kerigold Chalets, its management or staff.
4. Cancellations inside the stated cancellation policy are fully payable. This includes cancellations due to sickness and other travel disruptions, including Covid. We recommend you arrange appropriate travel insurance for your trip. All cancellations must be in writing or via the third party booking provider if applicable (e.g. Booking.com).
5. Pets can be accommodated by arrangement only. Please ask for a copy of our pet policies which are applicable to all Guests who bring a pet on to the property.
6. Any damage or theft of items are fully payable by the guest who made the booking. Damaged items must be replaced. If a room is unsellable due to guest actions, they will be charged for each room night until the room is resalable.
7. Unpaid invoices shall attract additional collection fees.

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<sup>1</sup> (The term Kerigold Chalets is a Trading Name only for Motel Business at 326 Kerikeri Road, Kerikeri)

8. At times some of our facilities may be closed due to maintenance. We can not guarantee all of our facilities will be available at all times of the year.
9. Your booking fee includes a standard clean of your room on departure. Excessive cleaning and rubbish clearing will attract additional fees.
10. Strict 'no Party' Behaviour & Noise Policy. Guests and visitors must respect our other guests and keep your noise to a minimum. Unreasonable noise, deck activity and adverse behaviour which affects the quiet enjoyment of other guests will not be tolerated at any time day or night. We reserve the right to request people vacate the property should they refuse to abide by this condition at the sole discretion of management. No refunds will be applicable.
11. In line with New Zealand's law referring to non-smoking regulations, all rooms and shared spaces are non-smoking/vaping. Any traces of residual smoke inside will incur an additional cleaning charge of \$200.
12. When bookings are made through a third-party website, as opposed to directly with us or our website and our terms and conditions may not be published or invisible or not known, they will still apply.
13. Check-in time is 2.00 pm and check out is strictly 10.00a.m unless otherwise arranged.
14. The cooking of curries, fish, shellfish, seafood or use fish oils are prohibited because the pollutants produced damage our soft furnishings which have to be replaced/rewashed. An additional charge will be incurred in the event we have to take a unit out of commission while trying to remove lingering smells and odours.
15. Kerigold Chalets provides guests with free Wi-fi. The operation of this free service during your reservation is not guaranteed and may be disrupted or not available. This service is offered with a fair use policy. Device rate limiting is enforced to ensure all guests can utilise the service.

16. Due to the large amount of personal property left behind a workable administration policy is required. All items we deem to be of little value we take no responsibility for and are thrown away as rubbish, for example food, make up, charging cords, t-shirts, pyjamas etc. Other clothing items left in wardrobes or shoes, we will always make an effort to contact the owner and at their expense plus our administration expense, return it. We do not accept liability for events which occur outside of our premises such as lost mail.
17. Kerigold Chalets reserves the right to charge guests for the following, but not restricted to: all damages, breakages, lost keys, missing items, late departure, extra cleaning and unpaid expenses. Any additional charges will automatically be charged to the credit card provided as security for the booking following at least one attempt to contact the credit card holder.
18. Kerigold Chalets is subject to the National Principles of the Privacy Act 2020. We will generally collect personal information about you directly from you when you deal with us over the telephone or by letter or e-mail. Normally, the type of personal information collected by us will include your name, address, telephone number and e-mail address. We do not share this information and all CC information is destroyed once used.
19. Kerigold Chalets will not be in breach of this agreement, or any way liable to any party, if it is prevented from complying with this agreement by reason of act of God, act of public enemy, act of terrorism, war, earthquake, riot, explosion, compliance with any law or government restraint order, rule regulations, strike, lockout or any other cause not reasonably within the control of the business interests of Kerigold Chalets.