

Terms & Conditions and Cancellation Policy

Rates

All rates are quoted in New Zealand Dollars on a per night basis and include GST of 15%. All accounts must be settled directly with Kai Iwi Lakes Resort in New Zealand Dollars.

Reservations

Age: You must be 18yrs or over.

All reservations, bookings and enquiries can be made by Email and will be replied to within 24 hours. For instant confirmation please reserve via our website or alternatively call us directly.

Email: kaiwilakesresort@yahoo.com

Phone: + 64 274 986667

Reservation via the phone will require full customer and credit card details. Payment will be taken in full at the time of arrival via an approved method of payment (Cash, Visa, MasterCard or Eftpos). Proof of ID will be required and then the presentation of the credit card that was given over the phone.

Reservations via the phone where the user does not have a credit card will be given 24hrs to use a credit card or direct credit into our accounts the full value of the stay. Rooms will not be held longer than this time period without a form of firm confirmation. Any bookings outside of the website will be issued with an invoice with booking particulars.

Arrival and Departure Times

Check in time is 3pm

Upon arrival, each guest will be required to sign a standard Kai Iwi Lakes Resort registration form, and accept the terms and conditions therein of his/her stay.

Check out time is 11am

Subject to the Resort status on the day of departure, late check-out may be

available, please check with management should you require this facility. There may be a charge applied for a late check out.

Late Check in

All Guests are messaged instructions on directions to their accommodation house so late check ins are no issue

Cancellation/refund policy:

Free Cancellation if cancelled up to two days before date of arrival (3pm Check-In)**. If cancelled or modified later or in case of no show 100 percent of the first night will be charged.

** School & Public Holidays: 7 days notice required for cancellations or amendments otherwise no refund would be given on your Booking unless House and all like houses, are resold.

** Christmas/New Year period 20 December to 15 January – 7 days notice required for cancellations or amendments otherwise no refund would be given on your Booking unless House and all like houses, are resold. A minimum of 4 days stay is required over this period.

For all bookings there is no refund for early check-out. The guest accepts to have their credit card charged in the event of any cancellation.

Credit Card guarantees / on line reservation

Online reservations through Kai Iwi Lakes Resort website requires authorisation of a current / valid credit card.

Early departure than the reserved date may not result in a refund unless the Resort management approved are able to relet the booked accommodation.

Smoking

As this is a smoke free complex. Please smoke outside away from open windows, doors and other guests, especially children. In the event of someone having smoked in the room we will engage a specialist cleaning company. We reserve the right to charge such costs and any resulting loss

of income to the registered guest. "Resulting loss of income" could be following guests refusing to stay in that booked house.

Room condition

If your room is left in an unsatisfactory state, this includes misuse of Resort property (including Manchester), any unhygienic uncleanliness, excessive mess or odor in the kitchen, which causes unwarranted cleaning time by Kai Iwi Lakes Resort Staff. The Guest will be charged a \$50.00 cleaning fee.

Damage to Resort Property

Damage to Resort property should be reported immediately. Assessments are done upon full cleans after check outs and non-reported damage will be automatically charged at market rates for any repairs or replacements.

Visitors

Visitors are permitted at the management's discretion. Excessive amounts of guests will require an extra charge to cover water/power usage. Please speak to management prior to inviting extra daytime guests. The houses have a maximum allowance of guests to ensure the safety of all. The registered guest is responsible for the behaviour of all persons/visitors whilst on the property. All deliberate or reckless acts that result in damage to our property, that require specialist cleaning or repair will be charged to the registered guest. Visitors must depart the property by 10.30pm.

Overdue Accounts

All accounts are payable on departure.

Child Policy

Infants 2 years of age and under are free of charge. We also note that it is the parent's responsibility to supervise the child at all times while staying at Kai Iwi Lakes Resort. This includes supervision at the playground and around all animals on the 62 acre property as Kai Iwi Lakes Resort is a working farm.

Animal Policy

Kai Iwi Lakes Resort welcomes pets of any kind. It is the guests responsibility to attend to the care, restraint and food/water requirements of the animal at all times. No dogs are allowed at Kai Iwi Lakes. Dogs must be on a leash at all times and when unattended, must be housed in the kennels. No animals to live in the houses without prior approval. A cleaning fee of \$50 will apply for any soiling. Animals are charged \$10 per night per animal. Horses are \$20 per night per horse paddock usage.

Force Majeure

Kai Iwi Lakes Resort will not be in any breach of this agreement or in any way liable, if it is prevented from complying with the supply of accommodation and other related services by reason of Act of God, Act of Public Enemy, War, Earthquake, Riot, Fire, Storm, Flood, Explosion, Compliance with any Law of Government Restraint Order, Rule Regulations, Strikes, Lock Outs or any other cause not reasonably within the control of the Resort.