



Terms & Conditions

January 2020

Rates:

All rates are quoted in New Zealand Dollars on a per night basis and include GST.

Reservations:

You must be 18yrs or over to make a reservation.

All reservations require a current and valid credit card (a debit card is not accepted as a credit card). We reserve the right to pre-authorise, take payment or do the necessary checks on the card provided. If a deposit is not paid and/or a credit card is declined the reservation will be cancelled.

Group bookings (3 or more rooms) may require a 20% deposit at the time the reservation is made. Confirmation of guest numbers for group bookings must be made at least 15 days prior to arrival.

Bond:

If a current and valid credit card is not available at the time of check-in (a debit card is not accepted as a credit card) a bond of \$200 will be required for security. The bond will be retained as payment either in part or in full if there are damages, loss, theft, business disruption, additional guests and/or additional cleaning required as a result of the guest's actions. The bond will be refunded after a room inspection at the discretion of Aubyn Court management.

On Arrival:

Upon arrival we require a registration form to be signed, this confirms the details of the accommodation and accepts these terms and conditions.

A photo ID is required for all reservations.

Cancellations/Refunds:

Cancellations within 48 hours of the scheduled arrival date may incur a charge of one night's accommodation. A "no show" will be treated as a late cancellation.

Group bookings (3 or more rooms) are required to give 30 days minimum notice to avoid the forfeiture of their deposit.

Changes to the reservation term may result in changes to the quoted rate/s and may constitute a late cancellation and the associated charges.

Arrival and Departure Times:

Check-in is available from 2pm on the day of arrival. Earlier check-in is by pre-arrangement only and may incur a charge.

All guests are required to check-in by 9pm. Please contact us if you are to arrive after 9pm and arrangements can be made for a key to be left in our after hours lock box (the room must be paid for in full and a credit card provided as security before a key will be left).

Check-out must be by 10am on the day of departure. Late check-out may be pre-arranged with management subject to availability. A charge may be incurred for late check-out.

Damages/Theft:

Damage to motel property should be reported immediately. Any extra cleaning, repairs or replacements required to restore our rooms or property to its normal condition will be charged, this includes damage caused by hair dyes and spray tans and theft of motel property. A charge for any resulting loss of income or business disruption may also be applicable.

These charges are at the discretion of Aubyn Court management.

Smoking or Vaping:

We have a strict no smoking or vaping policy for all of our motel rooms. There are no exceptions and an in room smoking or vaping charge of \$200 will apply.

Fire Alarm Activation:

In the event that a guest either, maliciously or accidentally through irresponsible behaviour, activates our fire alarm, Aubyn Court Spa Motel reserves the right to charge or partly charge any costs associated with the false alarm call out.

Visitors:

Motel guests may have visitors (permitted only at the discretion of management) but we do not allow large, noisy gatherings or parties in our rooms. Visitors must leave the premises by 10pm. No visitors are to stay the night, if this happens an additional guest charge will be incurred.

Guest Behaviour:

Any antisocial, aggressive or inappropriate behaviour will not be tolerated and will result in that person or persons being immediately removed from the motel property.

Pets:

Due to health regulations we cannot allow pets in our rooms.

Accounts:

All accounts are payable on arrival unless prior arrangement has been made.

If there are any outstanding amounts on the guests' account these will be charged to the credit card or cash bond given as security.

Guests Details:

Aubyn Court Spa Motel reserves the right to use guest details and feedback acquired during their stay for our own purposes unless specifically requested by the guest that we do not do so.

Force Majeure:

Aubyn Court Spa Motel will not be in breach of any agreement or liable in any way, if we are prevented from complying with the supply of accommodation and any other related services by any reason of "Act of God", Act of Public Enemy, War, Earthquake, Riot, Fire, Storm, Flood, Explosion, Compliance with any Law or Government Order, Lock Outs or any other cause not reasonably within the control of motel management.

Breach of these Terms and Conditions:

Management reserves the right to remove guests from the motel property if these terms and conditions are breached. No refund will be given and additional charges may apply.

Signing the guest registration form upon check-in gives authorisation for management to charge guests Credit Card or account as outlined in these terms and conditions.