

# BigSky Motel Terms and Conditions

## 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 BigSky Motels Omarama in New Zealand Dollars.

## Reservations

Age: You must be 18yrs or over.

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). Please Note : No American Express Accepted. Proof of ID will be required and then the presentation of the credit card that was given over the phone.

## Arrival and Departure Times

Check in time is 2pm

Upon arrival, each guest will be required to sign a standard BigSky Motel registration form, and accept the terms and conditions of these for his/her stay.

Check out time is 10am

Subject to the motel status on the day of departure, late check-out may be available, please check with reception should you require this facility. There may be a charge applied for a late check out.

Late Check in

All Guests are required to check in by 9pm. If you are unable to check in by 9pm, please phone us on 03 4389 538 to arrange key collection. Guests that do not contact us will be charged a late check in fee of \$50.00.

## Cancellation/refund policy:

Free Cancellation if cancelled up to two days before date of arrival (2:00pm 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 Deposit unless unit and all like units, are resold.

\*\* Group Bookings (three or more units): if cancelled up to 30 days before date of arrival only a \$20 administration fee will be charged. If cancelled or modified later or in case of no show 100 percent of the booking will be charged as originally quoted. Confirmation of guest numbers must be made 15 days prior to arrival

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.

Please note - Special events and promotional room rates/offers a no cancellation policy applies, which means, no refunds or changes permitted.

# BigSky Motel Terms and Conditions

## Credit Card guarantees / on line reservation

Online reservations through BigSky Motel website requires authorisation of a current / valid credit card. Not visa debit or a like. No charge will be made via a payment gateway i.e. pay when you arrive.

BigSky Motel reserves the right to charge or pre-authorise a credit card on bookings made via a booking site that has no payment gateway.

Early departure than the reserved date may not result in a refund unless the motel management approved are able to re let 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 room.

## Room condition

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

## Damage to Motel Property

Damage to motel 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. 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 9pm.

## Child Policy

Children 2 years of age and under are free of charge when accompanied by a paying adult and using a port-a-cot. In circumstances where additional beds or bedding are required or used, the extra person rate will apply. Beds that are unnecessarily used that are not part of the tariff could be charged as well. We also note that it is the parent's responsibility to supervise the child at all times while staying at BigSky Motel.

# BigSky Motel Terms and Conditions

## Force Majeure

BigSky Motel 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 hotel.