



# PORTERS

BOUTIQUE HOTEL | CONFERENCE CENTRE | HAVELOCK NORTH

Portershotel.co.nz | +64 6 877 1234

## Porters Boutique Hotel booking terms and conditions

By booking accommodation online through [www.portershotel.co.nz](http://www.portershotel.co.nz) or directly with Porters Boutique Hotel you "the customer" agree to the following terms and conditions:

### Rates and currency:

All rates are quoted in New Zealand dollars on a per room, per night basis. Leisure rates include GST of 15%. All accounts must be settled directly with the Porters Boutique Hotel in New Zealand dollars. The price advertised might not be the same price charged to the credit card account due to exchange rate fluctuations. This means that because we are based in New Zealand, we have to convert your purchase to New Zealand dollars at the exchange rate on the day it is processed.

Advertised rates and booking conditions do not apply to conferences, conventions or special events for which contracted rates and special terms apply; these are available on request.

All credit card transactions will incur a merchant processing fee, which is a % of the total transaction.

### Guarantee:

All reservations must be guaranteed with a valid credit card in the name of the guest occupying the room. Alternatively, reservations can be guaranteed to a travel agent, company or third party credit card where prior facilities have been approved. Bookings that have not been guaranteed by a credit card, travel agent or company will only be held until 4pm on the day of arrival. If the guest has not arrived by 4pm the reservation will be cancelled and may only be re-instated subject to availability at the time of arrival.

### Payment:

On check-in your full accommodation payment is required.

Incidental charges are required to be paid upon check-out. Failure to disclose used minibar items or damage may result in a further charge at a later date, and charged to your card held for security deposit.

### Security deposit:

Guests are required to provide a security deposit at check-in to guarantee payment of any incidental charges.

This may be in the form of a credit card authorisation (excludes debit cards), or a refundable bond of \$250 per night made in cash or by Eftpos or debit card charge. The bond will be returned upon departure, less any incidentals. Cheques are not accepted.

The hotel reserves the right to cancel your reservation if you are unable to comply with this policy. The hotel reserves the right to waive the bond requirement at its discretion.



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## Surcharges:

A charge of 1.9% will be applied to all Mastercard and Visa credit card payments made at the hotel. A charge of 3.5% will be applied to all American Express credit card payments made at the hotel. We do not accept JCB or Diners Club. Payments by cash or eftpos do not incur transaction fees by the hotel.

You are entitled to change your payment method to cash or eftpos to avoid these fees.

## Cancellation:

The hotel reserves the right in exceptional circumstances and at their discretion to arrange to re-accommodate you accordingly or to provide a full refund for cancellation of the reservation.

### Novel Coronavirus amendment 1, 18/03/2020

*Direct bookings for the period until 30 June 2020 can be rebooked or cancelled with flexibility to the usual policies. Rebooking is subject to availability. Bookings made via a third party are subject to their policies.*

*We reserve the right to amend this policy as the situation changes.*

### 1.1 Cancellation policy for best available and package accommodation

No cancellation fee is payable on reservations cancelled up to 2pm, 2 days prior to arrival. A cancellation fee equal to the value of the first night's accommodation will be charged for cancellations received after 2pm, 2 days prior to arrival. A no show fee equal to the value of the first night's accommodation will be charged for accommodation not taken up and where no cancellation is received before 2pm, 2 days prior to arrival.

In the event of non-payment, the hotel reserves the right to charge the guarantors credit card (supplied at the time of reservation).

### 1.2 Payment & cancellation policy for advance purchase or non-flexible accommodation including event weekends.

Your credit card will be charged at the time of reservation. All transactions will incur a merchant processing fee, which is a % of the total transaction.

No cancellations are permitted, and refunds will not be given for accommodation reserved under these categories.

Reservations over event weekends require full payment upon booking. Depending on dates a minimum 2- night stay, minimum 3- night stay or minimum of 4-night stay may apply.

Over event dates, the full payment is non-refundable. There are no refunds for any cancellations.

### 1.3 Payment & guarantee policy for all other rates and packages.

All reservations must be guaranteed with a valid credit card at the time of reservation. The credit card provided is used to guarantee the reservation only. Payment will not be taken



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from the card unless required under the specific terms listed prior to booking or in relation to the cancellation policy of your reservation.

## **Booking amendments:**

If accommodation has been reserved on the best available or package categories, then reservations may be amended up to 48 hours prior to the day of arrival.

If accommodation has been reserved on the advance purchase or non-flexible category then amendments are permitted but incur an amendment fee of \$25 per room amended, plus any additional room rate costs of the date, the reservation is moved to.

If multiple rooms are booked, then the amendment fee would be applied for each room booked. The additional room rate costs will be based on the current best available rate for the new date. If the new date has a lower best available rate than the price initially paid, no price reduction will be made from the original reservation price and no part refund is available. Rates are not guaranteed when making amendments to existing reservations.

## **Arrival and departure:**

Check-in time is from 2 pm.

If you require an earlier check-in please advise reservations at the time of your reservation, although we do not guarantee early arrivals, we will endeavour to offer a suitable room if available. Please advise your approximate arrival time when making your reservation.

Photo id must be produced upon check-in to verify reservations.

To guarantee early check in, please book your room to include the night before you arrive, and you will be billed accordingly.

Check-out time is before 10 am.

Late checkouts are not guaranteed and must be pre-arranged. If you would like a late check-out, please request it from reception at the time you check-in. A charge may apply subject to the availability of the hotel. Late check-out is at the discretion of reception staff and subject to availability.

In busy times the hotel reserves the right to charge a late departure fee. This is based on an hourly charge. A full night's charge will be applied if you extend your departure beyond 2pm.

## **Child policy:**

Children under 12 years of age, stay free of charge with an accompanying adult in the same room and using existing bedding.



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Persons under the age of 18 years may not occupy a room on their own unless accompanied by parents or a legal guardian staying in a separate room that have given permission and accept full and final responsibility. Family packages referred to on this site mean 2 adults and 2 children up to the age of 12 years.

You must be 18 years or over to book and stay unaccompanied. Proof of ID may be required on arrival.