



**PORTERS BOUTIQUE HOTEL
GENERAL BOOKING TERMS AND CONDITIONS**

By booking accommodation online through www.portershotel.co.nz or directly with Porters Boutique Hotel you “the customer” agree to the following terms and conditions:

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

A minimum stay period may apply for event weekends and blackout dates.

Reservations over event weekends and blackout dates may have a minimum stay applied.

Arrival and departure:

Check-in time is from 2:00pm. 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. 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 10:00am. Late checkouts are not guaranteed and must be pre-arranged at the time you check in. Late check-out is at the discretion of reception staff and subject to availability. The hotel reserves the right to charge a late departure fee, this is based on an hourly charge. A full nights charge will be applied if you extend your departure beyond 2:00pm.

Child policy:

Children under 14 years of age, stay free of charge with an accompanying adult in the same room and using existing bedding.

You must be 18 years or over to stay unaccompanied at Porters Boutique Hotel. Persons under the age of 18 years may not occupy a room on their own unless accompanied by parents or legal guardian staying in a separate room that has given permission and accepts full and final responsibility.

Family Packages refer to a maximum of 2 adults and 2 children up to the age of 14 years.

Rates and Payment:

On check-in your full accommodation payment is required.

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 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.

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 from the card unless required under the terms of the cancellation policy of your reservation.

All Credit Card transactions will incur a merchant processing fee, which is a % of the total transaction. A charge of 1.9% will be applied to all MasterCard and Visa credit card payments made at the Hotel, and 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.



Debit cards will not be charged unless the card is not available at the time of payment. Payments by cash or EFTPOS do not incur transaction fees. You are entitled to change your payment method on arrival to cash or EFTPOS to avoid these fees.

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 \$200 per night made in cash. The bond will be returned upon departure, less any incidentals. Cheques are not accepted.

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 a security deposit.

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.

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.

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.

1.1 Cancellation policy for best available and package accommodation

Before 2pm, 48 hours more prior to arrival	No cancellation fee is payable
Within 48 hours of arrival	A cancellation fee equal to the value of the first nights' accommodation will be charged for cancellations received
Failure to cancel and non-arrival	A no-show fee equal to the value of the first nights' accommodation will be charged as a no-show fee

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. The reservation may be subject to a rate variation to the new dates.