



## Porters Apartment Terms & Conditions

### 1. Payment Terms

The following payments apply for this booking:

- A deposit of 50% of the total value of accommodation is payable 7 days from date of reservation to secure your booking.
- The balance remaining is due 30 days prior to the arrival date.
- If arriving within 30 days of your booking, FULL payment is required.
- Incidental charges are then required to be settled upon departure at the Porters Boutique Hotel Front Desk.

Payment of deposit: Once we accept your booking a deposit must be paid AND received by us to secure your reservation. Your booking will be confirmed upon receipt by Porters Boutique Hotel of the deposit. Failure to pay the deposit in time may result in your booking being cancelled and the apartment being made available to others. Should Porters Boutique Hotel cancel a booking of yours due to non or late payment of a deposit then any deposit received by us from you will be refunded in full.

Late payments: The balance due must be received on or before its due date. If your payment fails to reach us by the due date, we may choose to cancel your booking with or without notice and make the apartment available to others. Cancellation charges apply.

There will only be one account per reservation. A valid credit card is required to secure and confirm all bookings regardless of payment. Porters Boutique Hotel accepts Visa, Mastercard and American Express credit cards. Visa and Mastercard will incur a 1.9% surcharge on the total account. American Express will incur a 3.5% surcharge on the total account.

### 2. Cancellation Policy

Bookings cancelled prior to 60 days of arrival will be fully refunded.  
Bookings cancelled within 60 – 45 days will be fully refunded less \$200 booking fee.  
Bookings cancelled within 45 – 30 days will be refunded 50% of the initial deposit.  
Bookings cancelled within 30 days of arrival, 100% of the total will be charged.  
Reservations cannot be transferred to another party or alternative dates.

All cancellations must be received in writing by emailing [reservations@portershotel.co.nz](mailto:reservations@portershotel.co.nz)

In the event of force majeure, the credit will be held for a 12-month period from date of arrival. No refunds are available.

Bookings are accepted in good faith. If, for any reason, the Porters Apartment becomes unavailable or unfit for use, Porters Boutique Hotel will notify you as soon as possible and either make every endeavour to find alternative accommodation or we will refund your money in full.

### 3. **Breakages or Damage**

A pre-authorisation (bond) of \$1000.00 will be taken upon arrival to cover excessive cleaning costs, damage or missing items from the Porters Apartment. It will be released 2 days after departure after housekeeping inspection. Any breakages or damage caused by negligence will be your sole responsibility and should damage or breakage occurs, or any items go missing or repairs need to be carried out, then you will be fully responsible for the total cost of restoration to the original condition as at the date of the commencement of your reservation. Any breakages must be reported prior to departure. If items go missing during the rental period, you will be held responsible for the cost of replacement. Damages/breakages and/or additional cleaning charges or rubbish removal costs will be charged to the credit card given as a bond. By paying a deposit you hereby authorise Porters Boutique Hotel to charge for such payments under this agreement.

### 4. **Occupants**

The number of people confirmed on the booking confirmation must not be exceeded. The maximum occupancy is 6 people. No more than up to 6 guests (over and above those staying at the Porters Apartment) are permitted on the property at any one time. All occupants must be 12 years or older.

Bed configuration must be finalised 14 days prior to arrival. An additional fee of \$200 will apply for last minute changes.

### 5. **Guest Responsibilities**

The guest is responsible for the Apartment for the duration of the stay.

The guest agrees to ensure that all occupants treat the property and all fittings with reasonable care and agree to pay for any damage caused during their occupancy. Porters Boutique Hotel expects departing guests to leave Porters Apartment in a clean and tidy condition needing standard cleaning only and agree to pay excess cleaning fees. All furniture must be returned to the place in which it was found upon arrival and all doors and windows are to be closed and locked before departure.

If extra cleaning time is required the charge will be deducted from the \$1000 pre-authorisation. If damage occurs during the stay, the expense of repair will be the responsibility of the guest.

Whenever the Porters Apartment is left unattended, please lock the main entry door. Porters Boutique Hotel will not be liable for any loss or damage to the property however caused during your stay.

Please refrain from leaving the sliding door open within the living room to avoid the local pigeons from visiting.

No pets are allowed.

### 6. **No Smoking Policy**

The Porters Apartment has a no smoking or vaping policy including on the balconies. A breach of the policy will result in a \$NZD500 cleaning fee.

### 7. **Quiet Enjoyment and Parties**

The guest agrees to respect the rights of neighbours regarding noise. Loud music is not permitted. No house parties or events are allowed within the Porters Apartment. No high heels to be worn inside please.