



## **BOOKING TERMS AND CONDITIONS**

Updated: August 2025

By booking accommodation directly with Porters Boutique Hotel you “the customer” agree to the following terms and conditions:

### **Arrival and Departure**

Check-in time is from 2:00pm. If you require an earlier check-in please advise Reservations at the time of booking. 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 check-outs are not guaranteed and must be pre-arranged at the time you check in. Late check-out is at the discretion of the Front Desk staff and subject to availability. The Hotel reserves the right to charge a late departure fee. A full nights charge will be applied if you extend your departure beyond 2:00pm.

### **Event Weekends**

Corporate Rates do not apply on Friday or Saturday nights, event dates or public holidays.

### **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.

### **Rates and Payment**

All rates are quoted at time of reservations are in New Zealand Dollars on a per night basis and include GST of 15%.

Upon check-in, payment for full accommodation is required if paying directly to the Hotel. Credit facilities are available upon application.

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 and credit card surcharges.

All reservations must be guaranteed with a valid credit card or by the company with approved credit facilities 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 2% 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.

Payments by debit cards do not incur transaction fees unless PayWave is utilised. You are entitled to change your payment method on arrival to debt card to avoid these fees.

### **Security Deposit**

Guests are required to provide a security deposit at check-in to guarantee payment of any incidental charges. Photo ID must be produced upon check-in to verify reservations.

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.

### **Booking Amendments**

Reservations may be amended up to 48 hours prior to the day of arrival without penalty.

### **Cancellation Policy**

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 Accommodation Cancellation Policy**

Before 2pm, 24 hours more prior to arrival	No cancellation fee is payable
Within 24 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