



## BOOKING TERMS AND CONDITIONS

Updated: April 2026

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

### **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 approval has been arranged.

### **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 the age of 14 stay free of charge when sharing a room with an accompanying adult and using existing bedding. Guests under the age of 18 may not occupy a room on their own unless accompanied by a parent or legal guardian staying at the hotel, who has provided permission and accepts full responsibility for their stay. Guests must be 18 years or older to book and stay unaccompanied. Please note that valid photo identification is required at check-in.

### **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, full payment for accommodation charges is due on arrival. For non-refundable reservations, full payment will be processed at the time of booking. 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 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.

**Cancellation Policy:**

To avoid cancellation fees, any amendments or cancellations must be received at least **48 hours** prior to the scheduled arrival date. Cancellations or amendments made within 48 hours of arrival may incur a penalty charge. This policy excludes reservations made on a **prepaid non-refundable rate**, where separate terms apply. In exceptional circumstances, the hotel reserves the right, at its discretion, to re-accommodate guests accordingly or provide a full refund should the reservation need to be cancelled by the hotel.

Accommodation Cancellation Policy

Before 2pm, 48 hours prior to arrival	No cancellation fee is payable
Within 48 hours prior to 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

**Non-Refundable Reservations:**

The total accommodation amount will be charged in full at the time the reservation is made. Bookings made on a non-refundable rate are strictly non-refundable. In the event of cancellation, amendment, non-arrival, or early departure, the full amount paid will be retained and no refund or credit will be issued. For bookings confirmed on a non-refundable rate, changes to arrival date, departure date, room type, or length of stay are not permitted once confirmed. Any exceptions remain at the sole discretion of hotel management and subject to availability. Should you fail to arrive on your scheduled date without prior notice, your reservation will be treated as a no-show and the full booking value will be forfeited.