



## MATAKANA ESTATE NEW ZEALAND

### **MATAKANA ESTATE LODGE: Booking Terms & Conditions**

1. All reservations are accepted in good faith.
2. Please book for the appropriate number of guests staying. This allows us to have everything ready for you upon arrival including having the correct bedding. We also need to know for Health & Safety reasons. The Lodge nightly rate includes up to a maximum of 8 guests, although 11 can be accommodated through temporary bedding arrangements. Please let us know if these are required and they will be prepared and charged to your account accordingly.
3. Rates are quoted in New Zealand dollars. 15% Goods and Services Tax (GST) is applicable on all rates for B2B transactions. Rates are subject to confirmation at the time of booking.
4. A deposit of 50% will be charged at the time of booking.
5. Please be aware that bookings are only confirmed once you have received a return confirmation email from Matakana Estate Lodge upon receipt of your deposit.
6. Bookings need to be made by bank transfer or with a valid credit card and will be billed in NZ Dollars. Only Mastercard, Visa and We Chat Pay are accepted.
7. Bookings may be made through Matakana Estate Lodge booking partners, directly through our Matakana Estate Lodge website, or by other forms of communications with Matakana Estate Lodge.
8. All bookings must be guaranteed with a valid credit card at time of booking. We will pre-authorize one night's accommodation and hold as a security bond against incidental costs and/or damages. No money is taken from your credit card, but it will show as a 'pending Transaction'. This will be cancelled upon payment of any outstanding balance.
9. The balance payment will be adjusted to include any extra charges incurred



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for consumption of other services provided by or through Matakana Estate Lodge and will be charged the next working day following check out.

10. Personal parties and events are allowed but must be authorized by Matakana Estate Lodge and additional costs will apply. Unauthorised parties or events will ensure a \$3,500 fee, be shut down and you will be asked to leave the property immediately.
11. Any special package rates will require 100% payment in advance at the time of booking and no refund shall be available against the same.
12. Our check-in time is between 3 pm and 6 pm and we ask that you check out by midday. Any deviations to this require a specific agreement with Matakana Estate Lodge
13. Bookings cancelled 28 days in advance will incur no charges and will have their deposit refunded in full. Bookings cancelled 27-14 days in advance will incur a 10% administration fee only. Bookings cancelled 13 or less days in advance will incur a 50% charge to the credit card, being half of the accommodation charges. A no-show on the day will incur a 100% charge. Refunds are net of any agency booking fee charged.
14. All weekends and High Season will require a minimum stay of 2 nights. Easter along with Christmas/NewYear require a minimum stay of 3 nights
15. Matakana Estate Lodge is sited within a rural countryside and our neighbours live a rural lifestyle. Noise limits are prescribed by the council for rural areas and this especially applies at night. To this end, no visitors to our guests are to arrive beyond 9 pm and noise levels must be contained within the Lodge after 10 pm. This respects the rights of our neighbours. Management maintains the right to reject any visitor's entry on to the site as well as, if necessary, to evict any offending person for behavioural reasons.
16. All rooms are 100% smoke-free and have been equipped with smoke alarms. There is a strict no smoking policy which applies. If you wish to smoke, please



do this only on the **MATAKANA ESTATE** designated concreted areas.  
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17. No fires, including campfires or bonfires, may be lit on the property and no fireworks can be launched from the property.
18. There is a swimming pool located on the property for the use of guests and guests are advised that no lifeguard will be on duty. Guests will strictly be responsible for the safety of themselves and their families.
19. Pets are strictly not allowed on the property.
20. Guests should be aware that Matakana Estate Lodge does not accept responsibility for damage to, or loss of any property left in Matakana Estate Lodge, prior to, during or after your stay. In the event of any damages to any Matakana Estate Lodge property you assume responsibility for any and all damages caused by you, any guests within your party, or any visitors you have hosted during your stay.
21. Guests are kindly requested to switch off all lights and non-essential appliances before leaving the Lodge.

