

## TERMS & CONDITIONS

**The following Terms and Conditions will apply unless stated otherwise under the policies and Terms and Conditions for each individual property.**

### RATES

- All rates are quoted in NZ Dollars & include GST (Goods and services tax) of 15%.
- Rates are quoted on a per room type basis and allow for a maximum number of people as stated.

### SPECIAL EVENTS

- Please note that for certain festivals, concerts, sporting events and other major events a different rate may apply.

### EXTRA PERSON

- An extra person can be accommodated in some rooms/apartments on a rollaway bed or a fold out couch. The extra person cost will be calculated in the price when you insert the number of guests including the extra person.
- There may be a charge for the rollaway bed on top of the extra person charge and you will need to add the rollaway bed as an extra in the Extras Section of the booking process if applicable.

### BEDDING CONFIGURATION

- It is the responsibility of the guest to make sure the bedding configuration is suitable. Please advise bedding configuration required in the comments or special requirements box.
- If on arrival you request a different bedding configuration then you may be charged a fee direct from the property.
- In some instances there may be a one off charge for a specific bedding configuration.
- If you are unsure please contact Central Reservations NZ Ltd to confirm your requirements.

### CHILD POLICY

- Children under the age of 2 years old or less are free of charge when using existing bedding unless advised otherwise.
- Any child requiring extra bedding will be charged for at the extra person rate, as stated under Extra Person above.
- Baby cots/cribs and high chairs are usually available on request for an extra charge. Costs vary between individual properties, so please enquire.

## **PAYMENTS**

- Once the booking is confirmed from the property, full payment will be transacted on your nominated card.
- When a booking is made from a property's live inventory, the guest will provide name, phone number, email address and a check in and check out date. The guest will then provide credit/debit card details and funds to the value of the booking will be transacted on the nominated card.
- All credit/debit card payments will be charged a 2% surcharge.
- Please be aware that you will be requested to tick a check box stating you agree to the Terms and Conditions. We strongly advise you read and understand these conditions before you tick the check box.

## **SECURE PAYMENTS**

- Central Reservations NZ Ltd uses the secure credit/debit card online payment technology from Windcave for credit/debit card processing.
- You can securely supply us with your credit/debit card details by booking online through our website. Alternatively you can phone us or email these details along with your booking request to our office.

## **AMENDMENTS TO BOOKINGS**

- Please phone or email Central Reservations (Phone: +64 6 868 4052 or Email: [res@centralres.co.nz](mailto:res@centralres.co.nz)) OR
- Send a modification request using the Central Reservations guest dashboard ([centralres.web-rooms.com](http://centralres.web-rooms.com)).

## **CANCELLATIONS**

**Please be aware that Cancellation Policies vary for individual properties. Unless otherwise stated under the property's policies, the following will apply:**

- Cancellation of confirmed bookings fewer than 16 days of arrival date, will incur a charge of one nights accommodation in full.
- Cancellations made within 9 days of arrival will incur a charge of the full amount of the confirmed stay.
- To make a cancellation please phone or email Central Reservations (Phone: +64 6 868 4052 or Email: [res@centralres.co.nz](mailto:res@centralres.co.nz)) OR send a cancellation request using the Central Reservations guest dashboard ([centralres.web-rooms.com](http://centralres.web-rooms.com)).

## **REFUNDS**

- If the booking is cancelled as per the stated Terms and Conditions a full refund will be made less the 2% surcharge to the same credit/debit card provided to pay for the accommodation.
- In cases of Acts of God or extreme weather conditions refunds will only be made if the road is officially closed and the guest is unable to reach the accommodation.

### **CHECK IN / CHECK OUT**

- Check in time is from 2.00pm.
- Check out time is before 10.00am
- Any room required prior or after these times, will be subject to availability and extra surcharges may apply. Please enquire at the time of booking.

### **ARRIVAL TIMES**

- Reception hours vary between properties. If arriving after normal business hours, please advise of expected time of arrival in advance, so meet & greet arrangements can be made.
- Some properties do not have a full time reception and/or weekend cover. In this instance full arrival instructions and contact details will be issued at the time of confirmation.

### **UPGRADES**

- If you wish to upgrade once you have arrived at your accommodation, please request and pay direct to the property.

### **INTELLECTUAL PROPERTY**

- You agree that Central Reservations NZ Ltd provides an online accommodation service and in doing so uses logo's, graphics, artwork, images, audio clips, video clips, editorial comment, descriptive text, and a range of software to make this website work. The centralres.co.nz website contains information and software programmes that are owned by Central Reservations NZ Ltd and/or its licensors. The information and software are protected by Intellectual Property and other law including but not limited to copyright. You agree to use the website for the purposes of the accommodation service only and not to copy, distribute, loan, upload or exploit the information and/or software contained within the centralres.co.nz website owned by Central Reservations NZ Ltd.

### **RESTRICTIONS AND OBLIGATIONS**

Notwithstanding any other provisions of these Terms you agree and undertake not to:

- Interfere, change or remove content from the centralres.co.nz website.
- Add, remove, disable, modify or interfere with any software, copyright, trademark or any information contained within the centralres.co.nz website.
- Create software that mirrors the service provided by centralres.co.nz.
- Use the website for any other reason other than the service provided.
- Use your access to the service, or information gathered from it, for the sending of unsolicited bulk email.
- Make any public, business or commercial use of the Service or any part of it except as permitted by these Terms.
- Provide hypertext links, URL links, graphic links, hyperlinks or other direct connection for profit or gain to the service without Central Reservations NZ Ltd prior written permission.
- Use or process the service or any part of it unfairly or for any illegal or immoral purpose.

- Delete or obscure any copyright, trademark or other proprietary notice on the centralres.co.nz website.
- The Centralres.co.nz website may only be accessed and used by authorised persons. You must take no action to bypass authorised persons and/or third party software to modify any part of the centralres.co.nz website.

#### **DISCLAIMER**

- Central Reservations NZ Ltd operates as an accommodation agency providing a reservations service to the individual properties represented on this web site. Whilst all care has been taken in the selection of these properties we take no responsibility for issues arising which are beyond our control.

#### **DISPUTES RESOLUTION POLICY**

- Central Reservations NZ Ltd will seek to rectify any issues arising from accommodation experiences at our member properties, but wishes to point out that these are independently owned and/or managed properties and as an accommodation agency provider Central Reservations NZ Ltd, does not have full management control over the product delivered.
- All parties acknowledge that they wish to avoid or minimize any differences or disputes under accommodation reservations. They therefore agree that if any differences of dispute arises between them over the interpretation of these Terms and Conditions, or in relation to any other matter arising under reservations held, then they will actively, openly, and in good faith, discuss that difference or dispute with a view to achieving a prompt resolution.
- If Central Reservations NZ Ltd cannot resolve a difference or dispute then they will refer it to an expert whose appointment they shall have agreed upon. The expert, whose determination shall be final and binding to all parties, will endeavour to resolve the difference or dispute within seven (7) days of referral.
- If both parties cannot agree upon the appointment of an expert or if a difference or dispute should be referred to mediation, then the particular difference or dispute shall be settled by reference to arbitration. The reference shall be to a single arbiter if one can be agreed upon, or if not, to two arbiters (one appointed by each party) and their umpire appointed by them prior to arbitration) such arbitration to be carried out in accordance with the Arbitration Act 1908.