

White Island Heights Guest Terms and Conditions

1. Booking confirmation

Thank you for visiting [www.White Island Heights .co.nz](http://www.WhiteIslandHeights.co.nz) . By making a booking request for a property on the Website you agree to be bound by these terms and conditions (**Terms**).

If you make a booking request through the Website, White Island Heights Limited (**White Island Heights**) will contact you within two working days to advise confirmation or non-acceptance of the booking request. Acceptance will be at White Island Heights 's sole discretion.

Should White Island Heights not accept a booking request, White Island Heights will refund any accommodation costs, bond and booking fee paid by you. (The money may take up to 5 working days for your credit card provider / bank to return to your account.)

2. Booking Periods and Minimum Nights

- A booking that includes 25 December must start on or before 24 December and end on or after 26 December.
- A booking that includes 31st December must start by 27 December, when practical, and be for a minimum of 7 consecutive nights. (A booking request for 31 Dec submitted within one week of 31 Dec will be considered for a lower amount of nights).
- A booking that includes any nights from 1 January through 10 January must be for a minimum of 5 consecutive nights and be back-to-back, or leave a gap of at least 5 nights. (If a booking request is submitted after 15 December for stays from 1 January, a 2-night booking may be accepted). A booking from 24 December to 31 December should be back to back or leave a minimum gap of 2 nights.
- A booking over event / festival dates or holiday periods may require an increased bond.
- A booking over Labour Weekend, regional Anniversary Weekends, and Waitangi Weekend is for three nights, unless specified otherwise. A booking that includes Easter must be for a minimum of 3 nights.
- At all other times a two-consecutive night minimum stay applies, except where a specific property listing requires a longer minimum. Reduced nights may be considered within 2 weeks of the Holiday periods.

3. Persons on Booking and Maximum Persons

Bookings must not exceed the maximum number of people specified on the property listing, regardless of the number of beds available at the property.

Should the booking request not be accepted due to the number of persons in the group exceeding the maximum allowed on the property and / or the time, any monies collected from the proposed rental guest will be refunded less the non-refundable booking fee of \$30 inclusive GST.

The booking is valid for the number of persons and group configuration as indicated on the booking request. Any changes to the booking should be communicated to and agreed by the White Island Heights Support Office, in writing, to ensure the booking remains valid.

4. Cancellations and booking changes

- If the booking is cancelled by the rental guest or reduced nights requested before the start of the tenancy, any accommodation costs and booking fee paid shall be forfeited with no refund due.
- If you cancel the booking after the final payment due date, you remain liable for the balance of funds due for the tenancy.
- Should White Island Heights be able to re-rent the days cancelled or reduced, White Island Heights will refund the applicable monies paid for the nights re-rented, less a 15% + GST administration fee. The guest is responsible for contacting the White Island Heights no later than 21 days after the original commencement of the canceled or reduced booking to ascertain eligibility for a re-rental refund.
- Premature departure during a booking will not be eligible for any refunds.

5. Person making the booking present for stay

You, as the person making the booking, must be present and onsite at the property throughout the stay, unless agreed in writing by the White Island Heights.

6. Rent and Bond

Full payment is due at the time of submitting the booking request, via debit card payment.

The bond will be refunded within seven working days of the end of your stay if the property is left neat and tidy and in the same condition in which it was found; no items need repair or replacement; and there has been no other breach of these Terms.

Rates for a Property are valid and applicable at the time of booking, regardless of whether they are subsequently changed. Additional rates may appear under the special conditions of a specific property, which will apply in addition to the nightly rental rate. Rate Specials are only valid at the time a booking and must be applied at time booking is made.

7. Key Collection and property access

Contact the White Island Heights property manager at least two hours prior to your arrival to ensure the property is opened, cleaned, and ready for your arrival.

8. Check in and out time

Check in time: 2.00pm Check out time: 11.00am

Final confirmation of early check-ins and late checkouts will not be available until the day of the arrival or checkout depending on other bookings for the property.

If an early arrival or late checkout is permitted, a surcharge of 25% of the nightly rental rate will be payable. Departures after 5.00pm will be charged a full night's rental.

9. Cleaning and rubbish

The property must be left clean and tidy and in the same condition in which it was found. A mandatory cleaning fee of \$160 applies to all bookings. Otherwise, you will be charged for the extra time required for cleaning. Rubbish must be removed from the house and put in the allocated bins. Any unreasonable cleaning and rubbish removal beyond this amount will be charged to you as an additional charge based on the additional time taken.

- \$45/hour for abnormal or unreasonable cleaning and odour removal
- \$20 plus tip fees for rubbish and recycling removal

Costs will be deducted from the bond.

10. Linen

Bed Linen and towels are included in the nightly rental rate as indicated on the property listing. The beds will be made up for your arrival. You are to remove the linen from the beds after your departure. Should you use any of the owner's personal linen the laundering costs per clause 9 will apply.

11. Additional Services and Charges

Additional charges (+GST) will be payable as follows:

- \$30 for lost keys, \$25 each for lost / damaged Welcome Guide or Discover Pack
- Missing linen at replacement cost
- Handling fee of 14% of the cost of repair or replacement of damaged or missing items
- Debt collection and legal fees incurred in the collection of unpaid charges
- Interest on any overdue accounts at the variable interest rate of BNZ Bank from the due date of the invoice until payment is received. Costs will be deducted from the bond or credit card used to make the booking.

12. Other Rules to 'Respect the House'

In addition to anything else stated in these Terms, a breach of the following rules will result in bond forfeiture, possible eviction from the property and/or up to \$1,000 being charged per occurrence:

- Pitching of caravans or tents on the property without the written consent of the White Island Heights Management
 - Parties, events, weddings, receptions, stag / hen festivities without the written consent of the White Island Heights Management. Parties includes extra persons not authorised by White Island Heights.
 - Excess people above the maximum, not authorised by White Island Heights Support Office in writing.
 - Smoking inside the house or garage.
 - Abuse, including verbal or physical, of White Island Heights representatives, the owner or its representatives or the neighbours.
 - Undue nuisance or noise to neighbours or the local community.
 - Use of illegal substances or conduct of illegal activities at the property
 - Anything that could invalidate the insurance policy for the property.
 - Moving or re-arranging furniture or opening locked areas.
 - Cutting keys or obtaining remote door controls for the property.
 - Tampering with smoke alarms.
 - Leaving a fireplace unattended.
 - Booking on behalf of another person without intending to be at the property during the stay.
 - Bringing a pet onsite when unauthorised, or inside the house.
- Should you be evicted from the property, all amounts paid will be forfeited and the White Islands Heights manager may remain on-site at the property as you ready for departure. In the instance of eviction, a mandatory exit clean will be provided by your holiday manager and will be charged, to the booking credit card holder, at the rate of \$35 + GST per hour.

13. Water

Water is a precious resource at White Island Heights. You must be careful with water usage. White Island Heights may charge excessive water usage back to you.

14. Reporting a complaint

Should you have any issues during your stay, you should notify the White Island Heights Manager immediately.

16. Business Purposes

The Consumer Guarantees Act 1993 does not apply if the property is used for business purposes.

17. Liability

Any use of amenities, such as kayaks, canoes, surf boards, bikes, spa pools, is entirely at your own risk and neither White Island Heights property owner or manager will be liable for any injury, loss or damage you or any other person may suffer.

You will advise the White Island Heights Manager before your departure of any loss or damage that has occurred at the property during your stay.

You will be responsible for the full costs, both direct and consequential, including time of White Island Heights and/or the owner and its representatives, of repairing or replacing any damaged or lost items, lost income or other costs incurred by White Island Heights and /or the owner and its representatives as result of breaches to this agreement.

None of White Island Heights, manager or property owner will be liable for any event beyond their reasonable control, or for any loss or damage you or any other person suffers during your stay, or for any damage to the property.

18. Prices and Payments

All prices displayed on this website are in New Zealand Dollars and may be changed at any time without notice. White Island Heights is a NZ owned company. Booking and payment for the accommodation must be made by a bank transfer to the account specified when booking.

19. Contract

These Terms are for the benefit of, and are intended to be enforceable by, the Property owner under the Contracts (Privity) Act 1982.