

## Beachside Sunnyvale Motel Policy

Updated May 2014

1. Reservation made by travel agencies or on line, refer to the terms of conditions. Any fees for the reservation, and cancellation to be paid by guests if any occurred. All reservations made on-line and by travel agencies apply to Beachside Sunnyvale Motel's policy as well.
2. **For standard bookings**, cancellations made up to 7 days before the booked date incur no charges, except public holidays that require 8 weeks notice. Thereafter, the deposit or 50% of the booked term, inclusive of \$30.00 administration fees may be retained. Cancellations with less than 48 hours notice may result in the total amount for the booked accommodation being charged.
3. **For group bookings**, cancellations made up to 8 weeks before the booked date incur no charges. Cancellations made between 4- 8 weeks notice incur a 50%, inclusive of \$30.00 administration fees non refundable. Thereafter, less than 4 weeks notice up to a 100% charge.
4. Check in is available from 2pm on the day of arrival. Check out time is 10am on the day of departure. Early check in and out is by arrangement only.
5. All guests are required to have valid credit card details ( Visa or Master card) with New Zealand driver's licence or passport for guest registration. Please hand any travel vouchers with a code or booking reference at the time of check in as well as the credit card details. We do not accept any check-in without identification and the credit card details. For people with a pre- arranged payment, they must present the referral written letters from the person who made the reservation.
6. No visitors are allowed in any of the units after 10pm. Please declare any extra people who are staying with you. We need to know for fire and safety. It is imperative that we can advise emergency services the number of people in each unit. We reserve the right to charge \$60.00 per head, per night for any extra guests staying who haven't been declared.
7. Please check in with the number of people. Any aged children or a baby are accounted as a person rate.
8. Payment for all accommodation must be made in full on the day before the departure.
9. With registered companies who we do not have any contracts, we will secure the reservation with a credit card.
10. Beachside Sunnyvale Motel will pre-authorize credit cards for reservations. Choosing any other payment methods than provided card for reservation, you may find your floor limit for the credit may be lower.
11. Any damage to the room or property will be charged, plus any resultant loss of income if applicable.
12. No illegal material download or internet activities are permitted by using our motel internet facilities. Any suspicious activities will be reported as a crime offence according to the New Zealand law. Motel internet vouchers are not to be sold to a third party. We are recording your voucher ID. The assistance for internet connection is available however, we do not take no responsibilities for connection problem nor refund.
13. No gang members or illegal drug use are permitted on the motel premises.
14. No pets are allowed to stay in any units. Any pets not declared at the time of check in, will result in the cancellation of accommodation. Permission will be required for any pets staying in vehicles.
15. Smoking is not allowed in any of the units. If you do smoke inside you will be charged appropriate cleaning and loss of income charges.
16. We do not consider any cancellations due to weather conditions or transportation delay.
17. Unauthorized vehicle parked on the property will be towed away at your cost.

