

Motel Policies

Booking accommodation

booking of accommodation is a contract between our two parties.

Pokeno Motel agrees to provide the accommodation and services described and agreed. The guest undertakes to pay for the accommodation booked and services used unless it has been cancelled by them in accordance with Pokeno Motel cancellation policies (see below).

Due to the size of the motel, late cancellations or no shows significantly affect our business, so if your plans do change for some reasons, Pokeno Motel asks that you let us know as soon as possible. Failure to advise may incur a charge.

Room rates

Prices are quoted in New Zealand dollars on a per night basis and include Goods and Services Tax of 15%.

The prices advertised on Pokeno Motels secure internet reservation system are per room, for the number of people and the date(s).

Peak periods/major events

Peak periods and for major events a minimum night stay and special cancellation conditions may apply.

Group bookings

Special conditions apply to group bookings. Please see cancellations below.

Child policy

Guests under the age of 18 must be accompanied by a guest of 18 years or over.

It is the parent's, guardian's or team management's responsibility to supervise the child or children at all times while staying at Pokeno Motel. Pokeno Motel asks that you consider and respect other guests and its neighbours by keeping noise levels to a minimum.

Porta cots and High Chairs

Porta cots and High Chairs are available (charges may apply).

Reservations

To make a reservation you must be 18 years of age or over.

In making a reservation Pokeno Motel requires the guests name, address, contact telephone (landline and mobile) numbers, and email address.

To confirm the reservation Pokeno Motel requires a valid credit card number and expiry date. Pokeno Motel reserves the right to charge a credit card at the time the booking is made or pre-authorise a credit card.

Reservations made where the customer does not have a credit card, will be required to pay the full value of the stay. These unconfirmed reservations will be held for an agreed period pending receipt of the payment, and will be confirmed once the payment has been received. Should payment not be received by the agreed time, the reservation will be cancelled.

Reservations made and paid for in cash without the security of a valid credit card, may be required to pay a reservation bond . This will be refunded once room has been checked at the time of check out.

Check-in

Pokeno Motel welcomes your arrival from 2.00pm or earlier by prior arrangement.

Upon arrival, each guest will be required to sign a Pokeno Motel Guest Registration form confirming the details are correct and accepting the terms and conditions therein of his/her stay.

Reception hours are:

- Monday to Thursday 7:00am to 9:00pm.
- Friday, Saturday and Sunday, Public Holidays 8.00am to 8.00pm.

Check-out

Check-out is by 10.00am on the day of departure .

Payment

Pokeno Motel accepts Eftpos Visa Mastercard and Cash. If paying by Cash I.D. will be required.

Payment of all rooms are to be paid on arrival unless other arrangements have been made with Pokeno Motel. Overdue/recovery charges will apply if your account is not paid on time.

Overdue accounts

Pokeno Motel reserves the right to charge overdue/recovery fees on all accounts not paid by due date.

Amendments to bookings

All amendments to bookings must be made by the person who made the original reservation and be in writing. Changes may be emailed to info@pokenomotel.co.nz. Pokeno Motel will acknowledge receipt of the email and the changes requested.

Cancellations

All cancellations must be made by the person who made the original reservation and be in writing. Cancellations may be emailed to info@pokenomotel.co.nz. Pokeno Motel will acknowledge receipt of the email and the cancellation request.

Cancellation of individual bookings must be notified no later than 24 hours (1 day) prior to mid-day on the expected date of arrival.

All cancellations less than 24 hours (1 day) prior to mid-day on the expected date of arrival will be charged for the accommodation booked, unless Pokeno Motel is able to replace the booking.

In the event of a late cancellation every effort will be made to resell the room and you will only be responsible for the cost if this is unsuccessful.

Cancellation of Group bookings must be notified no later than 30 days prior to the expected date of arrival. All cancellations less than 30 days prior to the expected date of arrival will be charged for the accommodation booked unless we are able to replace the booking.

No show – fail to arrive

As Pokeno Motel has a contract with you and holds your booking in good faith pending your arrival, if you fail to arrive for your booking, you will be charged the full cost of the accommodation booked.

Early departure

Departure earlier than the reserved date may not result in a refund, unless Pokeno Motel is able to replace the booking.

In the event of a late cancellation every effort will be made to resell the room and you will only be responsible for the cost if this is unsuccessful.

Internet usage and copyright

Pokeno Motel provides wi-Fi.

Under New Zealand Copyright Law the rights holders (owners) of movies, TV shows, and music can now send fines of up to \$15,000 to Pokeno Motel if their copyrights are infringed. To access Pokeno Motel internet system a unique access code is provided to each person. If you infringe any rights holders copyright, and Pokeno Motel is fined, those fines will be passed onto you.

Damages

Damage to motel property should be reported immediately. Any extra cleaning, repairs or replacements required to restore our guest rooms or property to its normal condition will be charged to the registered guest at replacement cost or market rates, plus a charge for any resultant loss of income if applicable.

Room condition

If your room is left in an unsatisfactory state, this includes, excessive rubbish, misuse of motel property (including linen), any unhygienic uncleanliness, soiling, excessive mess or odour in the kitchen, which causes excessive and unwarranted cleaning time by Pokeno Motel staff, Pokeno Motel reserves the right to charge for the cost of extra cleaning, repairs or replacements required to restore our guest rooms or property to its normal condition.

Smoking

Pokeno Motel is a smoke free complex. Smoking is not permitted/allowed in any of Pokeno Motel rooms. Smoking facilities are provided outside. Please smoke away from open windows, doors and other guests.

If you do smoke inside our rooms, Pokeno Motel reserves the right to charge such costs and any resulting loss of income to the registered guest. "Resulting loss of income" could be the following guests refusing to stay in that booked room.

Visitors

Guests' visitors are welcome. The registered guest is responsible for the behaviour of all persons/visitors whilst on the property. Pokeno Motel asks that you consider and respect other guests and by keeping noise levels to a minimum.

All visitors not booked into the motel are expected to leave the premises quietly before 10.00pm.

Pokeno Motel does not allow large, noisy gatherings or parties in its guest rooms. Excessive noise, disturbing other guests, may result in you being requested to vacate Pokeno Motel, without refund.

All deliberate or reckless acts that result in damage to Pokeno Motel property, that require specialist cleaning or repair will be charged to the registered guest.

Pets

With the exception of guide dogs, we do not allow pets in our guest rooms.

Concerns or complaints

Should you experience any difficulties with your accommodation, please contact either Reception during your stay to register your concern. Every effort will be made to rectify the situation and make your stay as comfortable and enjoyable as possible.

Responsibilities

All care is taken, but Pokeno Motel takes no responsibility for valuables left in rooms, valuables left in laundry, or vehicles and their contents in the car park.
