

# TERMS & CONDITIONS

Please find the official Terms & Conditions for accommodation at Quality Suites Central Square in Palmerston North, New Zealand.

## *Liability*

Unless negligence by the company is proved, the company will not be held liable for any injury to person or damage to any customer or person staying/visiting the hotel and/or its general facilities and area.

## *Check In / Check out*

Check in time is from 2pm onwards. Early check ins cannot be guaranteed and are subject to availability. Guaranteed check in can be arranged upon request at an additional charge. Check out time is 10 am. Late check out can be arranged. subject to availability and may incur additional fees.

## *Cancellation Policy*

The cancellation policy for one room is 72 hours prior to the date of arrival. Different cancellation policies apply for any bookings of two rooms or more. Please contact Quality Suites Central Square directly unless prior agreements are made. All corporate bookings made direct to the hotel are 4:00 p.m. on the day of arrival. Bookings made through the GDS, travel agents or online travel agents will be subject to their own applicable T&Cs.

For any cancellations made after the above date and for non-arrivals, a full cancellation fee will apply.

## *General*

1. We will not permit the use of its facilities for any purpose other than that stated in the original booking correspondence unless written consent is obtained prior to the booking.
2. Although the accommodation has endeavored to ensure all information in its advertising material is correct at the time of printing, it reserves the right to alter, substitute or withdraw any service, facility or amenity at any time without notice if necessary.
3. Quality Suites Central Square is not responsible for any damage to customers' or visitors' cars parked in the Quality Hotel Elms' car park.
4. This agreement is subject to New Zealand law.
5. The customer accepts that Quality Suites Central Square and its staff can have unrestricted right of access at all times to any and all rooms and agrees to comply with any order given by its staff.

6. The customer accepts full responsibility for all of the customer's visitors in or about the hotel and its general facilities and area. No visits are permitted between Midnight and 7:00 a.m. Any damage to the room and the hotel's fixtures, fittings and furnishings will be the responsibility of the customer and will be charged accordingly.

7. We are a NON-SMOKING hotel and an additional \$250 will be added to the bill of the customer or visitors if smoking is discovered. In line with the non-smoking local government legislation, we have the right to ask any customer who is found smoking inside the hotel's premises to leave the hotel.

8. Room keys must be left at reception upon departure. If they are lost, the customer may be charged \$20 dollars.

9. The customer agrees not to use or store articles or liquids that are dangerous, noxious, firearms, inflammable and explosive or which may give risk to health or fire risk.

10. Long stay single reservation: should you need to shorten your stay, you will be required to give 48 hours notice. If the booking consists of more than one room, please contact the reception. Failure to do so will lead to a full charge.

11. The customer hereby warrants and represents not to use any of the hotel's rooms for any purpose which is illegal.

12. Customers are respectfully reminded that accounts are due for payment immediately upon presentation. Personal or company credit facilities are available only where prior arrangements have been made with the customers who hold credit facilities with the Hotel and must settle these in full by the 20th of each month. Late payment fees may apply.

13. The customer, by confirming a booking with the Quality Hotel Elms, accepts these terms and conditions in full without exception and/or variation unless any such variation is agreed upon between the customer and the Company and duly signed by the customer and an authorized signatory of the Quality Suites Central Square.

14. The guests are respectfully requested to not have pets in a non-pet friendly room. Pet policy applies strictly.

All prices are inclusive of GST.