

Terms & Conditions

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Any reliance you place on such information is therefore strictly at your own risk.

Surcharges

A credit card surcharge of 2.9% will be applied for Visa and Master card payments made at the Motel

Rates

All rates are quoted in New Zealand Dollars on a per night basis and include GST of 15%. All accounts must be settled directly with Matamata Central Motel in New Zealand currency.

Age: You must be 18yrs or over

PRE-AUTHORISATION & DEPOSIT

All reservations must be guaranteed with a valid credit card at time of booking. We pre-authorise all credit cards for a nominal amount on the day of booking to check for validity and sufficiency of funds. Please note this process validates the presented credit card, and protects both the cardholder and merchant from increasing fraud incidents. A deposit is not required at time of booking,

We may pre-authorise a credit card for any charges we determine that the guest may be likely to consume during their stay. This may also include an amount to cover a security bond / deposit for damages. The pre-authorized amount is set aside by the credit card company for a period of up to 10-days. The pre-authorisation will affect your available funds and / or spending limit. For more information on this practice we suggest the cardholder contact their card issuer. No money is taken from your credit card but it will show as a 'Pending Transaction' and you may choose to use a different payment type to pay your final bill.

CANCELLATION POLICY

Any change to the arrival date, departure date or room type of this reservation is subject to the Motels availability at the time the change is requested and may result in a possible rate change or an additional fee.

Bookings made via an online agent such as Booking.com, Expedia or other accommodation websites must be cancelled by the guest via this agent.

Only direct booking via our website shall be cancelled by us in conjunction with the guests that made the reservation.

OUR RIGHT TO CANCEL

We may also cancel your reservation if an event outside of our control (including industrial action, acts of terrorism, explosion, fire, flooding, and failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you. In such event we will contact you to let you know as soon as possible and if you have already paid for your room, we will refund your payment to you, or if you have not yet paid for your room, you will not have to make any payment to us.

THIRD PARTY BOOKINGS

Bookings made through a third-party website are subject to that site's terms and conditions. Please be aware these may differ from ours.

CHILDREN

Guests must be a minimum of 18 years of age, unless accompanied by legal guardians. We require valid identification on check-in such as Driver's License or Passport.

MAXIMUM ROOM OCCUPANCY

The maximum number of guests per room type is clearly specified on our website and via all our online agent sites. Failure to book appropriate rooms/bed numbers for your group may result in members of your party being turned away and/or penalty charges.

No refund will apply in this instance.

Payment methods

Proof of ID maybe requested upon check in to safeguard fraudulent use.

Pre-Authorisation

Matamata Central Motel reserves the right to charge or pre-authorise a credit card prior to check in of 5% to check validity of the credit card being used.

This amount will be deducted off the total cost of the reservation upon check in.

Matamata Central Motel accepts the following forms of payment: Visa, Mastercard and prepaid vouchers and payments made by Eftpos or cash will require an additional deposit of the room booked in advance and or day of arrival to cover any incidentals at the discretion of the Motel.

Please review the Matamata Central Motel terms and conditions for accommodation Cancellation/Refund policy.

Rates

A valid credit card will be required to secure your booking, these are held on file and will be charged on arrival for your stay however if you choose to pay by another method you may. Credit card will still be required to cover this reservation/booking.

If a credit card is not available a deposit which is refundable will be required the amount is dependent on room rate at the time of booking. This is additional to the cost of the room.

If you do not cancel your booking with us within 72 hours prior to arrival date you will be charged the full amount of your stay.

Cancellations made 72 hours before the arrival date will incur no charges full refund.

Group bookings of more than 3 rooms are required to pay 15% deposit of which will be deducted off the total spend and are required to give 21 days' minimum notice to avoid forfeiture of your deposit as it is very difficult for us to on-sell a large amount of rooms at short notice. If we do on-sell all rooms reserved and held then we would refund your deposit in full, less \$35 admin fee.

Overdue Accounts payments for all accommodation must be made in full on arrival. Overdue/recovery charges may be made if your account is not paid on time unless credit/invoice facilities have been arranged.

Arrival and Departure Times

Check In/Check Out Policy

Upon arrival each guest will be required to sign a standard registration form, and accept the terms and conditions therein of his/her stay.

Check In time is 2pm on day of arrival and Check out is 10am on day of departure. Early Check In and/or Checkout are by arrangement only and additional charges maybe applicable at management's discretion. Please take note of our office hours if you intend to leave early keys remain in the rooms all appliances including lightening switched off and doors locked upon departure.

A key safe is available onsite for afterhours check in the information will be provided to the guests prior to arrival.

Please note late check in will need to be arranged prior to arrival via booking reservation an email or call to advise check in is required afterhours.

Failure to do this will result in an afterhour's callout fee of \$45.00 NZD on arrival.

Smoking Policy

All our units are designated **Non Smoking**. If you do smoke in the room, then you will be charged appropriate cleaning and loss of income charges. We do have a designated undercover area on the premises away from all units.

Cooking Facilities.

Whilst we appreciate different cultures have different taste preferences on food choice the reality it is extremely difficult for us to remove some cooking odours from the room prior to arriving guests.

In fairness to our incoming guests please do not cook food that may be difficult to remove the odours from the room.

These odours permeate into bed linen, curtains and drapes and in some instances rooms cannot be occupied for up to a week. Cleaning charges and loss of income will be charged to guests' credit cards in these instances.

Room Condition

If your room is left in an unsatisfactory state this includes excessive rubbish misuse of Motel property any unhygienic or uncleanliness excessive mess and or odours in the units which causes additional cleaning time by the Central Motel staff the guest will be charged additional cleaning fees dependant on the time taken to restore the room to a satisfactory condition.

Illicit Drugs/Drunk and Disorderly Behaviour

This will not be tolerated at anytime. Zero tolerance to drugs. Guest's will be removed immediately from the premises and the authorities will be notified.

Damage to Motel Property

Any damage to the Motel property should be reported immediately.

Failure to do so an assessment will be conducted upon inspection and the costs for repairs will automatically be charged at market rates for any repairs or replacements.

General Rules

We do not allow parties or large gatherings in units, as this often results in damage to rooms, or causes disturbances to other staying guests.

1. Visitors are permitted at the management's discretion. The registered guest is responsible for the behaviour of all persons/visitors whilst on the property. No

visitors are allowed in rooms after 10pm. Any damage to the room or property will be charged, plus a charge for any loss of income if applicable.

2. High noise levels & offensive behaviour will not be tolerated. Anyone behaving in this manner will be refused accommodation or asked to leave. In such circumstances, refunds will not be given.
3. Costs to replace damaged items or deodorise rooms will be passed onto the guest.
4. There will be a charge of \$75.00 for lost keys.
5. Parents are responsible for their children at all times.
6. Vehicles parked on Matamata Central Motel premises are left at owner's risk however we do have security cameras onsite to deter theft from vehicles however we strongly advise that no personal items be left in your vehicle overnight, as this may attract thieves.

Force Majeure

Unforeseeable circumstances that prevent someone from fulfilling a contract. Matamata Central Motel will not be in any breach of this agreement or in any way liable if it is prevented from complying with supply of accommodation and other related services by reasons, Act of God, Act of Public Enemy, War, Earthquake, Riot, Fire, Storms, Flooding, Terrorism Acts, Compliance with any Law of Government restraint order, Regulations, Strikes, Pandemics' Lock outs and unavoidable catastrophes' that interrupt the unexpected course of events that restrict participants from fulfilling any obligations.