

## Paroa Hotel Terms & Conditions

We welcome you to the Paroa Hotel and hope you enjoy your experience. We have set some terms and conditions that will apply to all bookings made with us and The Paroa Hotel will accept your reservation subject to the following terms and conditions.

### Deposit/Payment Policy

No deduction will be made to your credit card until your stay at The Paroa Hotel. The final amount shown to you for payment will be shown in New Zealand Dollars. This will be charged to your Credit Card or preferred method of payment. If paying by credit card the amount will be shown or converted to your local currency by your credit card company. The Paroa Hotel will not be responsible for currency conversion and any questions regarding currency conversion will be directed to your credit card company.

### Guarantee Policy

Because we are charging 100% of the reservation will be charged to your credit card at the time of reservation, this will act as a guarantee for your reservation. This will be held from 2pm on the day of arrival until 10am the following morning. If you have not arrived at the Paroa Hotel by 10am the following day then the complete payment is non-refundable. No refund for any unused accommodation will be given.

### Check in Policy

You will be required to provide credit card details at the time of check in as a security for any extra charges you may incur while at the hotel. If you do not have a credit card available at check in then you will be required to provide cash deposit of \$300 New Zealand dollars. There are no exceptions to this policy. Check in at The Paroa Hotel is at 2pm New Zealand time on the day that is booked. You may check in prior to 2pm if this is organized with a staff member at The Paroa Hotel.

### Check out Policy

Check out at the Paroa Hotel is 10am New Zealand time on the day of departure. If there is an extension required it will have to be organized with the manager of the Paroa Hotel, and this will be considered on a case-by case basis. There may be extension charges if this is necessary.

Unused credit will be refunded to the customer at the time of check out. You may request your details to be disposed of at check out time, or The Paroa Hotel will dispose of it in a secure manner at check out time.

### Reservation Limits

The use of this website and the payment for any reservation by credit card you represent and warrant that you are of sufficient age to create a legal binding obligation for any liability incurred. The Paroa Hotel reserves the right to place limits on the number of rooms that are able to be booked over the internet on a single date. This limit will be 3 rooms per booking date (except in certain circumstances, this will be at the discretion of The Paroa Hotel). If you want to book more than three rooms, please make a booking request or contact us via phone. All rooms are sold on the basis that the recommended sleeping capacity of each bed is not exceeded. We do not allow for example, 3 people sleeping in a queen size bed. All other accommodation charges (such as food, drinks and other hotel services) will be paid at the completion of your stay at The Paroa Hotel.

### Cancellation Policy

**\* if you are a group booking please read the group booking policy**

If a cancellation is required, a cancellation charge maybe imposed if you cancel all or part of your reservation at The Paroa Hotel. To make a cancellation please contact us on 0800 7626 860 (within New Zealand) or +64 3 7626 860 or send an email to [monk@xtra.co.nz](mailto:monk@xtra.co.nz) You must cancel your reservation no less than 48 hours (Monday – Friday, 8am-7pm New Zealand local time) prior to the day on which you are due to arrive to avoid a cancellation charge. There will be a \$20 cancellation fee charged to you. If the cancellation is outside of the accepted cancellation period the cancellation charge is the full amount of the first nights accommodation you have booked for each room booked. You must contact The Paroa Hotel to arrange a refund for the remaining amount of money that should be owed from your prepayment. It is not The Paroa Hotel's responsibility to contact you regarding any possible refund. No third party bookings will be the responsibility of The Paroa Hotel. If you have paid a deposit by cheque, cash, credit card or any other means and you cancel and you cancel outside of the accepted cancellation period, then The Paroa Hotel reserves the right to retain the deposit paid. In cases where the deposit does not cover the actual loss incurred, The Paroa Hotel reserves the right to issue an invoice for the balance. If you have issued your Credit Card details as a

means of reserving the room and no deposit has been given or taken, and you cancel outside of the accepted cancellation period then the Paroa Hotel reserves the right to debit your Credit Card for the full amount of the expected room cost.

#### Relocations

The Paroa Hotel reserves the right to cancel or relocate any bookings without notice.

#### Errors and Omissions

Any reservation made on The Paroa Hotel online booking website is made at your own risk. Any errors will be the responsibility of the person booking and entering the information. The Paroa Hotel will not be held responsible nor will The Paroa Hotel accept any financial liability for any errors or omissions in the information provided.

#### Jurisdiction

The Paroa Hotel website and various component parts, including these booking terms and conditions are governed exclusively by the Laws of New Zealand and you agree to the exclusive jurisdiction of the courts of New Zealand.

#### Damage & Behaviour Policy

The registered guest is responsible for the behaviour of all persons/visitors whilst on the property. All deliberate or reckless acts that result in damage to our property and any costs associated with inappropriate behaviour resulting in loss of income Paroa Hotel, will be charged to the registered guest.

#### Smoking Policy

The Paroa Hotel is a NON-SMOKING establishment. If you do smoke inside, you will be charged appropriate cleaning and loss of income charges.

#### Group Booking Policy

50% of the total amount of the accommodation is required as bond for the group booking and is payable upon reservation of the booking. If the booking is cancelled more than 28 Days before midday of your expected day of arrival a full refund of any deposit paid will be forwarded to you. If the booking is cancelled within the 28 Day period before midday of your expected day of arrival and The Paroa Hotel are able to re-let all the rooms booked by The Group Booking then The Paroa Hotel will refund the amount remaining amount. If The Paroa Hotel is unable to let all the rooms booked by The Group, The Paroa Hotel reserves the right to retain the deposit to recover the loss. If The Group has paid a deposit by cheque, cash, credit card or any other means and you cancel and you cancel outside of the accepted cancellation period, then The Paroa Hotel reserves the right to retain the deposit paid. In cases where the deposit does not cover the actual loss incurred, The Paroa Hotel reserves the right to issue an invoice for the balance. If The Group has issued your Credit Card details as a means of reserving the room and no deposit has been given or taken, and you cancel outside of the accepted cancellation period then the Paroa Hotel reserves the right to debit your Credit Card for the full amount in conjunction with the Group Booking Policy.

The Paroa Hotel reserves the right to change these Booking terms and Conditions at any time and with out notice. Any further reservations you may make will be made subject to the terms and conditions which apply at the time a booking is made and you are advised to read all the terms and conditions carefully on each occasion you wish it make a reservation and prior to making the reservation.

#### Definitions and Interpretation

The terms used in terms and conditions have the following meaning:

"The Paroa Hotel" means Rodgers Paroa Hotel Limited

"Terms and conditions" means the terms and conditions which appear in the email and on the Paroa Hotel website at the time of reservation or booking using our website.

"we" and "our" and "us" means The Paroa Hotel

"website" means the Paroa Hotel website found at [www.paroa.co.nz](http://www.paroa.co.nz)

"you" and "your" means you, the person or entity who uses this website of The Paroa Hotel

"group booking" means a booking made by the same party of more than two separate units irrespective of the number of guests in each unit.

Words importing a singular number only include a plural number and vice versa

Words importing a gender include the other gender