



### **Booking Accommodation**

The booking of accommodation is a contract between our two parties – Coachman Motel and the guests.

Coachman 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 Coachman Motel's cancellation policies (see below).

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

### **Unit Rates**

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

Unit rates vary throughout the year from the low season prices in the middle of winter to the peak season prices in the middle of summer or for major event weekends. Coachman Motel's secure internet reservation system displays our unit rates and availability on any particular day.

The prices advertised on Coachman Motel's secure internet reservation system are per unit, for the number of people and the date(s) selected, unless otherwise specified (packages).

### **Peak Periods/Major Events**

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

### **Specials and Packages**

Packages and specials are subject to availability and cannot be used in conjunction with other special offers. Special conditions may apply.

### **Group Bookings**

A deposit is required 2 weeks prior to arrival. The deposit is non refundable. The booking is not confirmed until the deposit is received. Cancellations for Group bookings must be in writing (standard or email) direct to the motel. Cancellations received after the 2 week deposit are subject to forfeiture of the deposit. Any cancellations that arises within one week of the group booking will be subject to an administration fee equivalent to the rooms that are unable to be let as a result of the late notice unless management approves.

Please see cancellations below.

### **Child Policy**

Children 2 years of age and under are free of charge when accompanied by a paying adult and sharing the same bed as adults.

In circumstances where additional beds or bedding are required or used, the extra person rate will apply.

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 Coachman Motel. Coachman Motel asks that you consider and respect other guests and its neighbours by keeping noise levels to a minimum.

### **Portacots, High Chairs and Baby Baths**

Baby bath, porta cot and high chair are available for a fee.

### **Reservations**

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

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

To confirm the reservation Coachman Motel requires a valid credit card number and expiry date. Coachman 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 by direct credit. 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.

### **Check-in**

Coachman Motel welcomes your arrival from 2:00pm or earlier by prior arrangement.

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

If you are unable to check-in before 10:00pm, please telephone Office on (06) 388 1000 or 0800 246 899 to arrange a late check-in.

### **Check Out**

Check-out is by 10.00am on the day of departure or later by prior arrangement.

### **Early Check In / Late Check Out**

Subject to availability on the day, Coachman Motel will endeavour to accommodate both early check-in and late check-out requests wherever possible. Should you require an early check-in or late check-out please contact our Office to arrange. There may be a charge applied for a late check-out.

### **Payment**

Coachman Motel accepts Eft-Pos and most major credit cards: Mastercard, Visa, UnionPay.

On checking in our Office staff will ask for credit card details. Coachman Motel reserves the right to charge or pre-authorise a credit card at check-in.

If you intend to pay by cash, you will be asked for a bond to be paid on arrival, (refundable on departure).

All accommodation and any other charges not already paid for must be paid in full on the day of arrival (if not already done so), unless prior arrangements have been made with Coachman Motel's management. Overdue/recovery charges will apply if your account is not paid on time.

## Refunds

Refunds, if any, will only be made to the credit card debited for the original transaction.

## Overdue accounts

All accounts are payable on arrival, unless prior arrangements have been made with Coachman Motel's management. Coachman 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. Changes may be emailed to [coachmanmotel.taihape@xtra.co.nz](mailto:coachmanmotel.taihape@xtra.co.nz) or by calling Office on (06) 388 1000 or 0800 246 899. Coachman Motel will confirm changes requested.

## Cancellations

All cancellations must be made by the person who made the original reservation. Cancellations may be emailed to [coachmanmotel.taihape@xtra.co.nz](mailto:coachmanmotel.taihape@xtra.co.nz) or by calling Office on (06) 388 1000 or 0800 246 899. Coachman Motel will confirm the cancellation request.

**Cancellation of individual bookings** must be notified no later than 48 hours (2 days) prior to mid-day on the expected date of arrival.

All cancellations less than 48 hours (2 days) prior to mid-day on the expected date of arrival will be charged for the accommodation booked, unless Coachman Motel is able to replace the booking.

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

**Cancellation of Group bookings** must be notified no later than 14 days prior to the expected date of arrival.

All cancellations less than 14 days prior to the expected date of arrival will be charged for the accommodation booked unless we are able to replace the booking.

Bookings made and cancelled will incur a \$25.00 administration fee.

## No Show – Fail to Arrive

As Coachman 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

Early departure than the reserved date may not result in a refund, unless Coachman Motel is able to replace the booking.

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

## Internet Usage and Copyright

Coachman Motel provides free internet access to enable its customers to access email accounts and to search for information via the internet.

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 Coachman Motel if their copyrights are infringed. To access Coachman Motel's internet system a unique access code is provided to each person. If you infringe any rights holders copyright, and Coachman 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 units 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.

## Unit Condition

If your unit is left in an unsatisfactory state including excessive rubbish, misuse of motel property (including Manchester), any unhygienic uncleanliness, soiling, excessive mess or strong cooking odour which causes excessive and unwarranted cleaning time by staff, Coachman Motel reserves the right to charge for the cost of extra cleaning to restore our guest units or property to its normal condition.

## Smoking

Smoking is not permitted/allowed in any of Coachman Motel's units. Smoking facilities are provided outside each guest unit. Please smoke away from open windows, doors and other guests.

If you do smoke inside our units, Coachman 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 unit.

## Visitors

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

All visitors not booked into the motel are not to park their vehicle at the motel parking area and are expected to leave the premises quietly before 10.00pm.

Coachman Motel does not allow large, noisy gatherings or parties in its guest units. Excessive noise, disturbing other guests, may result in you being requested to vacate Coachman Motel.

All deliberate or reckless acts that result in damage to Coachman 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 units.

## **Concerns or Complaints**

Should you experience any difficulties with your accommodation, please contact the manager 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.