

Reservation Terms and Policies :: 2022/2023

Additional Guests & Beds

- 1x additional bed can be placed in most Cottage Suites, and/or Foley Villa.
- The additional bed has a nightly charge \$562 inc GST per night for all rate seasons.
- Additional beds cannot be placed in Security Room
- This will include the same rate inclusions as the accommodation type you have booked. Please note this does not include over-and-above inclusions that a special package deal may have.

Arrival & Departure

- **ARRIVAL:** Check in is from 2:00pm
- **DEPARTURE:** Check Out is prior to 12 noon
- Early check in and late check out require pre-approval from the lodge

Buy-Outs

- All group bookings that exceed 13 or more Cottages are required to take exclusive use of the 16 Cottage suites
- Buyouts are termed as the sole use of 16x Cottage Suites, for a maximum of 32 Guests, based on double/twin share.
- Additional guests are charged at additional bed rates, or day guest rates
- Buy-Outs that require solely single occupancy are POA
- Buy-Outs are accepted at the discretion of the General Manager of Wharekauhau Country Estate
- A Buy-out does not preclude the private villas on the estate being sold, and subsequent facilities at lodge used, unless the guest/client does a Total Property Buy Out including Foley Villa
- Buy-Outs do not preclude private residential residents of the estate from being on the estate or the hiking trails, however it does guarantee private use of the lodge, cottages, pool, gym, spa & lodge experiences
- Any buy-outs are governed by a separate contract, signed by both parties.

COVID Related Travel Restrictions

- Wharekauhau will only be accepting guests that are double vaccinated, and able to show a vaccination certification on arrival.
- Wharekauhau cannot guarantee that any date specific packages or specials would be applicable in the future should dates be moved.

Child Policy

- 0-24 months are considered infants and will be complimentary and with advance notice a porta-cot supplied.
- Alternative appropriate dining arrangements (times, location, dietaries) will need to be discussed prior to arrival for all persons under 12 years of age.
- Some activities & experiences have an age minimum such as quad biking, shooting.

Deposit Policy

- A deposit of 50% of accommodation is payable on confirmation year round.
- 1-4 Cottages (FIT), 5-12 Cottages (Groups), & Buyouts have different deposit terms as shown below in the *'Deposit and cancellation schedule'*
- The below schedule covers all cancellations and movements of bookings, and refers to total booking value
- A valid credit card must be held on file as security for each reservation. If one cannot be supplied then full pre-payment must be made at time of confirmation

Hold & Waitlist Policy

- All room holds are guaranteed to be held for 14 days from the time of placing a hold on a room, without further contact it will auto release on the 14th day.
- If an additional reservation that is ready to confirm makes contact while your reservation is on hold, the first hold will have 48 hours to confirm the booking, or release the hold.
- Bookings made with a 48 hour window or less between booking and the stay commencing must be booked and confirmed within a 2 hour window
- Released holds will be notified of any release by email.
- Wharekauhau Country Estate does not operate a waitlist except for bespoke weekend events, and Summer Peak Season rate period

Inclusions with Rates

All rates across all room categories are inclusive of:

- Luxury accommodation
- Pre-dinner drinks and canapés
- Four course dinner
- Full country breakfast
- Minibar (Excluding wine and spirits)
- Wi-Fi
- Access to hiking trails, gymnasium, hot tub, swimming pool, mountain bikes

Minimum Night Stays / No Arrival Dates

A minimum night stay applies for the below dates.

- **PEAK RATE SEASON :: 15 Dec – 10 Jan :: 2 Night minimum**
- **EASTER WEEKEND :: 14-19 April :: 2 Night minimum**
- **ANZAC WEEKEND :: 22-25 April :: 2 night minimum**
- **QUEENS BIRTHDAY WEEKEND :: 3-6 June :: 2 night minimum**
- **MATARIKI WEEKEND :: 23-26 June :: 2 night minimum**
- **LABOUR DAY WEEKEND :: 21-24 October :: 2 night minimum**

A minimum stay of 2 nights applies to all Foley Villa bookings year-round

We will not be accepting arrivals on Christmas Day (25 Dec), or New Years Day (1 Jan)

Payment Details & Fees

- A 4% surcharge is applied to all American Express charges
- A 2% surcharge is applied on all Visa & Mastercard transactions
- Direct international wire transactions incur a 5% fee prior to payment
- Cheques are **not** accepted as a payment form

Bank: BNZ

Account: 02 0600 0095170 00

SWIFT: BKNZNZ22

Address: BNZ, 38 Willis Street, Wellington

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DEPOSIT & CANCELATION SCHEDULE

	AUTUMN 2022 1 Apr – 30 Apr	WINTER 2022 1 May – 30 Sept	SPRING 2022 1 Oct – 14 Dec	SUMMER-PEAK 2022/2023 15 Dec – 10 Jan	SUMMER 2023 11 Jan
CANCELLATION POLICY					
FIT :: 1-4 Cottages	<ul style="list-style-type: none"> • Outside of 60 days: No charge • 60-31 Days: \$200 admin fee • 30-14 Days: 50% charge • Inside 14 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 60 days: No charge • 60-31 Days: \$200 admin fee • 30-14 Days: 50% charge • Inside 14 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 60 days: No charge • 60-31 Days: \$200 admin fee • 30-14 Days: 50% charge • Inside 14 Days: 100% charge 	<ul style="list-style-type: none"> • Outside 1 September: No charge • Cancellation from 1 September to arrival date: 100% charge 	<ul style="list-style-type: none"> • Outside of 75 days: No charge • 75-46 Days: 50% charge • Inside 45 Days: 100% charge
GROUP :: 5-12 Cottages	<ul style="list-style-type: none"> • Outside of 90 days: No charge • 90-76 Days: 25% charge • 75-46 Days: 50% charge • Inside 45 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 90 days: No charge • 90-76 Days: 25% charge • 75-46 Days: 50% charge • Inside 45 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 90 days: No charge • 90-76 Days: 25% charge • 75-46 Days: 50% charge • Inside 45 Days: 100% charge 	<ul style="list-style-type: none"> • Outside 1 September: No charge • Cancellation from 1 September to arrival date: 100% 	<ul style="list-style-type: none"> • Outside of 90 days: No charge • 90-61 Days: 50% charge • Inside 60 Days: 100% charge
13+ Cottages (Buyout)	<ul style="list-style-type: none"> • Outside of 120 days: No charge • 120-90 Days: 50% charge • Inside 60 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 120 days: No charge • 120-90 Days: 50% charge • Inside 60 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 120 days: No charge • 120-90 Days: 50% charge • Inside 60 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 365 days: No charge • 364- 271 Days: 50% charge • Inside 270 Days: 100% charge 	<ul style="list-style-type: none"> • Outside of 150 days: No charge • 150-90 Days: 50% charge • Inside 90 Days: 100% charge
DEPOSIT TERMS					
FIT :: 1-4 Cottages	<ul style="list-style-type: none"> • A deposit of 50% of booking on confirmation • Balance due on checkout 	<ul style="list-style-type: none"> • A deposit of 50% of booking on confirmation • Balance due on checkout 	<ul style="list-style-type: none"> • A deposit of 50% of booking on confirmation • Balance due on checkout 	<ul style="list-style-type: none"> • A deposit of 50% of booking on confirmation • 1 September 2022: full balance due 	<ul style="list-style-type: none"> • A deposit of 50% of booking on confirmation • Balance due on checkout
GROUP :: 5-12 Cottages	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 90 days out: 25% payable • 60 days out: 50% payable 	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 90 days out: 25% payable • 60 days out: 50% payable 	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 90 days out: 25% deposit • 60 days out: 50% deposit 	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 1 September 2022: full balance due 	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 90 days out: 25% deposit • 60 days out: 50% deposit
13+ Cottages (Buyout)	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 120 days out: 50% payable • 90 days out: 25% payable 	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 120 days out: 50% payable • 90 days out: 25% payable 	<ul style="list-style-type: none"> • A deposit of 25% of booking on confirmation • 120 days out: 50% deposit • 90 days out: 25% deposit 	<p>Contact reservations at Wharekauhau for specific schedule</p>	<ul style="list-style-type: none"> • On confirmation: 50% payable • 150 days out: 50% payable