**BigSky Motel - Terms and Conditions**

**Rates**

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

**Reservations**

Age: You must be 18yrs or over.

Reservation via phone will require full customer and credit card details. Payment may be taken in full or 10% deposit paid via an approved method of payment (Cash, Visa, MasterCard or Eftpos only).

Online reservations through the BigSky Motel website require either a 10% Deposit or a full payment if the booking is within 14 days.

For online reservations through an online travel agent (such as Booking.com) BigSky Motel reserves the right to charge or pre-authorise a credit card on bookings made.

**Arrival and Departure Times**

Our office is closed daily between 12 noon and 2pm.

Check in time is 2pm – 8.30pm. Upon arrival a BigSky Motel registration form is to be completed in acceptance of all terms and conditions stated.

Check out time is prior to 10am. Unless agree by prior arrangement with management.

There may be a charge applied for late check out.

Late Check in. If you are unable to check in by 8.30pm, please phone us on 03 4389 538 to arrange key collection. Guests that do not contact us will be charged a late check in fee of $50.00.

Earlier departure than the reserved date may not result in a refund unless the motel management are able to re-let the booked accommodation.

**Cancellation/refund policy:**

Any refund will be at the discretion of your accommodation host.

For direct bookings:

If your booking is cancelled within 7 days of check in date (2.00pm) you are committed to meeting the full costs applicable unless the booked unit and all like units are resold. The same goes in the case of no show.

If your booking is cancelled outside the 7 day period you forfeit your deposit and no refund will be given except under extreme circumstances and at the discretion of your accommodation host.

For online travel agent bookings:

Please ensure you are familiar with the cancellation policy and terms of the room type booked.

Group Bookings (three or more units): If cancelled up to 30 days before date of arrival a $20 administration fee will be charged. If cancelled or modified later or in case of no show 100 percent of the booking will be charged as originally quoted. Confirmation of guest numbers must be made 15 days prior to arrival.

For all bookings there is no refund for early check-out. The guest accepts their credit card will be charged in the event of any cancellation.

Please note - Special events and promotional room rates have a no cancellation policy, so no refunds or changes are permitted.

**Child Policy**

Children 2 years of age and under are free of charge when accompanied by a paying adult and using a port-a-cot. In circumstances where additional beds or bedding are required or used, the extra person rate will apply. Beds that are unnecessarily used that are not part of the tariff could be charged as well. We also note that it is the parent’s responsibility to supervise the child at all times while staying at BigSky Motel.

**Damage to Motel Property**

Damage to BigSky Motel property should be reported immediately. Assessments are done upon full cleans after check outs and non-reported damage will be automatically charged at market rates for any repairs or replacements.

**Pets**

No pets are allowed for health and hygiene reasons. If travelling with a pet please discuss with your accommodation host.

**Room condition**

If your room is left in an unsatisfactory state - this includes excessive rubbish, misuse of hotel property (including manchester), any unhygienic uncleanliness, excessive mess or odour in the kitchen - which causes unwarranted cleaning time by BigSky Motel staff the guest will be charged an additional cleaning fee.

**Security**

We endeavour to provide a safe environment for your stay and provide CCTV monitoring for this purpose. BigSky Motel reserves the right to view recordings to identify dishonesty and to forward this to NZ Police if necessary.

**Smoking**

As this is a smoke free complex please smoke in the provided area only. In the event of someone having smoked in the room we will engage a specialist cleaning company and reserve the right to charge such costs including any resulting loss of income to the registered guest. “Resulting loss of income” could be following guests refusing to stay in that booked room.

**Visitors**

Visitors are permitted at the management’s discretion. 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 that require specialist cleaning or repair will be charged to the registered guest. Visitors must depart the property before 9pm.

**WiFi Terms of Use**

By accessing the BigSky Guest wireless network you acknowledge that you’re of legal age, you have read and understood and agree to be bound by this agreement.

The wireless network service is provided by BigSky Motel and is completely at its discretion. Your access to the network may be blocked, suspended, or terminated at any time for any reason.

You agree not to use the wireless network for any purpose that is unlawful and take full responsibility of your acts.

The wireless network is provided “as is” without warranties of any kind, either expressed or implied.

**Force Majeure**

BigSky Motel will not be in any breach of this agreement or in any way liable, if it is prevented from complying with the supply of accommodation and other related services by reason of Act of God, Act of Public Enemy, War, Earthquake, Pandemic,Riot, Fire, Storm, Flood, Explosion, Compliance with any Law of Government Restraint Order, Rule Regulations, Strikes, Lock Outs or any other cause not reasonably within the control of BigSky Motel.

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