



## The University of Auckland Summer Stays - Terms and Conditions

Thank you for choosing to book with The University of Auckland Summer Stays. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### Group Bookings

Acceptance of your booking is made when you electronically sign and return the contract sent to you. If you are unsure of the total number of guests in your booking you should sign a contract based on your guaranteed numbers. Rooms are only secured for your group once you have signed and returned the contract and sent it to us.

After your contract is confirmed should you require additional guests or rooms added to your booking we will provide this if available, although it is at your risk if we are unable to offer further rooms to your group. Changes made to your booking once the contract is signed may incur additional charges for which you will be liable.

### Deposit

A deposit of 20% of the full payable amount is required at the time of making your booking. Once your booking is accepted you will be invoiced for the 20% deposit. You will have 14 days to pay this. Payments can either be made via banks transfer or credit card. A fee of 3% applies to all payments made via Visa or MasterCard; unfortunately, we do not accept AMEX.

### Payments

Date due	Payment amount (% of booking total)	Refund & Cancellation Policy
At the time the booking is confirmed	20% deposit is due	10% forfeited if cancelled outside of 6 months (10% refunded)  20% forfeited if cancelled within 6 months of arrival
3 months prior to arrival	A further 30% is due	50% forfeited (non-refundable)
1 month prior to arrival	The balance of 50% is due	100% forfeited (non-refundable)

### Room number increases

The group may increase the room block on a space available basis, at the group rate defined in your signed contract. All requests to increase the room block will need to be made in writing and not confirmed until we have provided written confirmation of acceptance.

### Individual Bookings

All bookings are to be paid for in full at the time of booking. Payment must be made via credit card using the booking portal.

### Cancellation (Individual Bookings)

Period prior to arrival date of cancelled booking	Percentage of total booking value liable for
1 week or more	No charge
Within 1 week	100%



## General Terms & Conditions (for all bookings)

### Alcoholic Beverages

Alcohol consumption is permitted on the property premises within reason and at the appropriate age. Groups that are consuming alcohol have to be mindful of the fact that the property may have persons under the age limit. The property managers do not tolerate excessive alcohol consumption and do not condone drinking in the public areas. Drinking should be restricted to the rooms or dining hall to be served with dinner.

### Arrival and departure

Rooms are reserved from 2.00pm on the day of arrival until 10.00am on the day of departure. Any additional hours not otherwise agreed will be charged as an additional day.

### Car Parking

Car Parking is available but limited, please contact us for availability. Charges will apply. Please note that all vehicles are parked entirely at the guest's own risk.

### Catering Requirements

The group leader is responsible for providing relevant catering specifications in advance of their stay. The catering requirements and exact numbers are to be confirmed 1 month prior to arrival. If the catering requirements are amended within 1 month of arrival, our catering team will do their best to accommodate these changes.

### Conditions of stay

We reserve the right to terminate your booking immediately without being liable for any refund or compensation if guests engage in unacceptable behaviour that causes disturbance or nuisance to other guests.

### Currency

All rates quoted are exclusive of GST and are in NZ dollars.

### Damages and breakages

Please take care when staying in our properties. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice, or charge your credit card on file, for repair or making good if the damage or breakage is significant, and we may make additional charges if you do not report this.

### Data

It is crucial that upon check in the group leader provides a full list of all the groups' names for security and safety reasons.

### Dining

In residence lunch service is only available to groups of 50 persons or more, so if your numbers reduce to under 50 persons the option to have dining in lunch may be void.

### Facilities and Services

Whilst care is taken to ensure that the description of our facilities and services is accurate, these are continually being changed, upgraded and on occasion taken out of service. If any feature is essential to you in choosing a particular property, it is your responsibility to confirm with the property prior to making the reservation that the feature or facility will be available throughout your stay.

### Insurance

Guests are advised to ensure their own insurance covers any loss or damage to personal property during their stay and to ensure adequate personal and travel insurance is taken out.



### **Liability**

Although every effort has been made to ensure the accuracy of the information provided, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend or cancel any of the information should we find such alterations necessary. The University of Auckland cannot be held responsible for events beyond its control or the control of its suppliers (such as fire, strikes, industrial action, technical problems with transport and bad weather) nor for any curtailment, cancellation or change to any accommodation, activity or itinerary, which is caused as a result of such events. The University of Auckland excludes all loss of valuables and damage to property and any direct or consequential losses suffered by you, or your group, other than death or personal injury resulting from a negligent act or omission by University of Auckland, its officers or employees.

### **Minors and children**

Group leaders are responsible for the care of all minors during their stay. Any minors including their age must be noted in the group booking information. The following below is what needs to be adhered to at all times whilst residing with us:

#### ***FIT***

Any FIT traveling alone must be 18 or older

Any FIT under 18 years old must be staying with an adult as part of their registration

#### ***FOR GROUPS:***

NO CHILDREN UNDER 10 years old allowed as part of a group.

Ratio for 10-13 year olds is 1 adult for every 5 children

Ratio For 14-17 year olds is 1 adult for every 10 children

### **Non availability of accommodation**

We will only cancel your booking if your accommodation becomes unavailable for reasons beyond our control. We will however attempt to offer you alternative accommodation dates. If this is not possible or is unacceptable to you, then we will refund all monies paid by you for the booking. Our liability will not extend beyond this refund.

### **Other**

We have the right to reject a reservation without reason. If a booking is rejected we will refund all monies paid.

### **Pets**

We are not able to accommodate pets at any of our properties.

### **Privacy**

Our policy is that we only use or disclose personal information for the purpose which was either specified or reasonably apparent at the time we collected it. We may also use or disclose it for any other related purpose for which you would reasonably expect it to be used.

If the University of Auckland Summer Stays wishes to use or disclose the personal information in other circumstances it will obtain your consent to do so, other than in exceptional circumstances.

### **Rates include**

All rates shown are based on a per room per night basis unless otherwise stated. The University of Auckland reserves the right to change rates at any time. The rates that are quoted to you are based on the numbers that you have contractually agreed to at the time of making the booking.

Unless otherwise specified, each room will include; all linen including duvet, 2 sheets, pillow case and duvet cover, a towel, facecloth and mini essential amenities. Other amenities may be available from reception upon request.



All apartments with a kitchen will contain a tea towel, dish cloth, brush, and mini amenities relevant to kitchen maintenance.

**Room Servicing**

Room servicing is agreed at the time of signing the contract and is often a negotiated rate based on the groups numbers, however if those numbers decrease the type of room service offered may change.

**Smoking**

The University of Auckland has a non-smoking policy on all its properties, both inside and outside. Any guests found to be in breach of this policy will be asked to leave immediately, being deemed to be in breach of the conditions of stay above.