

## Terms & Conditions for Luxe Suites & Apartments

### 1. Introduction

Welcome to Luxe Suites & Apartments. By booking a room with us, you agree to comply with the following Terms & Conditions. Please take the time to read these carefully before confirming your reservation.

### 2. Booking & Reservations

- **How to Book:** Reservations can be made through our website, by phone, or via third-party platforms.
- **Age Requirement:** Guests must be at least 18 years of age to make a booking.
- **Confirmation:** A booking confirmation will be sent via email once your reservation is secured.
- **Room Availability:** Bookings are subject to room availability. We advise booking in advance to ensure your preferred dates.

### 3. Payment

- **Pricing:** Room rates are subject to change and may vary depending on the booking method or time of year. All rates are inclusive of applicable taxes unless otherwise stated.
- **Deposit:** A \$200 bond is required at check-in, which will be refunded upon check-out, provided there are no damages or outstanding charges.
- **Payment Methods:** We accept all major credit and debit cards, along with online payment options (e.g., bank transfer).
  - **Payment Due:** Payment is due at the time of booking unless otherwise specified.
  - **Online Bookings:** If you book your stay online, payment will be processed as soon as possible upon confirmation of your reservation.
  - **Credit Card Surcharge:** A 2.5% surcharge will be applied to payments made by credit card.

### 4. Cancellations & Refunds

- **Cancellations:** Should you need to cancel, please inform us at least 48 hours prior to check-in. Failure to do so will result in a charge for one night's stay.
- **No Refunds:** All bookings are non-refundable. Once confirmed, payments cannot be refunded, regardless of cancellation or modification.

### 5. Check-In & Check-Out

- **Check-In Time:** Standard check-in time is from 3:00 PM. Early check-in may be available upon request and subject to availability.
- **Check-Out Time:** Check-out is at 10:00 AM. Late check-out is available upon request but may incur an additional charge.

- **ID & Bond Requirement:** New Zealand drivers' license or passport is required for check-in. A \$200 bond is to be paid at check-in, which will be refunded upon check-out if no damage has occurred during your stay.
- **Late Arrivals:** For late arrivals, please contact the motel in advance to make necessary arrangements.

## 6. Guest Responsibilities

- **Respect for Property:** Guests are required to treat the motel and all facilities with care. Any damages or misuse of property will result in charges for repairs or replacement.
- **Noise Restrictions:** To ensure a peaceful environment for all guests, loud music and disruptive noise are not permitted on the premises. Please be mindful of others, especially between 10:00 PM and 7:00 AM.
- **Smoking/Vaping:** Smoking and vaping are strictly prohibited inside the motel rooms. A cleaning fee will be charged for any violations.
- **Visitors:** Visitors are not permitted in guest rooms. All guests must comply with our noise and conduct policies.

## 7. Extra Bed Policy

- Extra beds are available upon request and are subject to the room type. Additional charges may apply. Please contact us for details prior to booking.

## 8. Liability & Damages

- **Guest Responsibility:** Luxe Suites & Apartments is not responsible for any lost, stolen, or damaged personal property. Guests are encouraged to use the in-room safe for valuables.
- **Damage to Property:** Any damage to the room or facilities will be charged to the guest's credit card on file. Guests are expected to leave the room in the same condition it was provided.

## 9. Housekeeping & Facilities

- **Housekeeping Services:** Our housekeeping staff will clean your room on a daily basis. If you wish to opt-out of housekeeping services, please inform the front desk.
- **Amenities:** Luxe Suites & Apartments provides **Wi-Fi** and **parking** for the convenience of our guests. Please ensure the safe use of these services, and adhere to any posted guidelines.

## 10. Pets Policy

- Unfortunately, pets are not permitted at Luxe Suites & Apartments.

## 11. Privacy Policy

- **Guest Information:** We take your privacy seriously and protect any personal information collected. Your details will only be used for booking purposes and will not be shared with third parties without your consent.
- **Data Security:** We use industry-standard security measures to protect your personal information. For further details, refer to our privacy policy available on our website.

**12. Governing Law**

These Terms & Conditions are governed by and construed in accordance with the laws of New Zealand. Any disputes will be subject to the exclusive jurisdiction of the New Zealand courts.