



Payment Policy

We have several policies available depending on your length of stay & booking preferences.

Each rate plan is linked to a specific cancellation policy for you to choose between depending on your travel preferences

When booking directly online or over the phone a creditcard will be required to secure your booking. Any prepayment will be withdrawn in line with your chosen rate plans policy.

Standard rate bookings for stays between 2 - 4 nights

50% prepayment is due no less than 14 days before arrival, balance payable upon check-in
If cancellation occurs 15 days or more before arrival your 50% deposit is fully refundable
If cancellation occurs between 1 & 14 days before arrival your 50% deposit is non-refundable
In the case of same day cancellations or no-shows 100% cancellation fee is due

Extended Stays of 5 Nights or more

50% prepayment is due no less than 30 days before arrival, balance upon check-in
If cancellation occurs 31 days or more before arrival your 50% deposit is refundable
If cancellation occurs between 1 & 30 days before your 50% cancellation fee is due
In the case of same day cancellations or no-shows 100% cancellation fee is due.

Non-Refundable Rate

n/b: All Single Night stays are non-refundable
Booking total is due in full at the point of booking
If cancellation occurs at any time payment is due in full

Payments can be made online or over the phone via visa or Mastercard. Alternatively, we can offer payment by NZ bank transfer (client to cover any international fees) or cash in NZD only

Refunds if applicable will be made the to the original credit card or alternative payment method debited for the original transaction amount