

# ROBERTSON LODGES

## Booking Terms & Conditions

- All rates are quoted in New Zealand dollars and exclude applicable 15% Govt Goods & Services Tax
- The rate is quoted on a per person, per night basis (with the exception of the Owners Cottage and Family Suites which are quoted per night)
- To secure the Owner's Cottage's, a deposit of one night's room tariff will be required to secure your reservation.
- At Kauri Cliffs and Cape Kidnappers to confirm a reservation for the Summer Season a deposit equal to one night's tariff is required per room booked.
- At Matakauri Lodge to confirm a reservation all year round a deposit equal to one night's tariff is required per room booked.
- Cape Kidnappers and Matakauri Lodge Owners Cottages may only be reserved as a Four Bedroom House during holiday period 23 Dec - 4 Jan inclusive
- A two-night minimum stay applies 15 December 2018 - 31 March 2019.
- Gentlemen are required to wear a jacket to dinner at Kauri Cliffs and Cape Kidnappers. We ask that you respect the non-smoking policy within the Lodge and guest rooms
- Rates are subject to change and will be confirmed at the time of reservation

### CHILDREN AND FAMILIES:

Cribs are available complimentary for children up to the age of 24 months. Children aged 2 - 5 years are charged at NZ\$200.00 + 15% Govt. Goods & Services Tax per night when occupying adults room using existing or additional bedding. One additional bed can be added to Deluxe Suites at Matakauri Lodge, Lodge & Ridge Suites at Cape Kidnappers, and Deluxe Suites at Kauri Cliffs only. A charge of NZ\$550.00 + 15% Govt. Goods & Services Tax per night will apply for the additional person/bed for children 6 yrs and over.

Alternate dining arrangements will be made for all children under the age of 12 after 7PM

### ADDITIONAL BEDS:

An additional bed can be added to Deluxe Suites at Matakauri Lodge, Lodge & Ridge Suites at Cape Kidnappers, and Deluxe Suites at Kauri Cliffs only. A charge of NZ\$550.00 + 15% Govt. Goods & Services Tax per night will apply for the additional person/bed aged 6 years and over.



## Kauri Cliffs & Cape Kidnappers Booking & Cancellation Policy – (Three rooms or less)

To secure a reservation for 3 rooms or less a valid credit card must be provided at the time of booking as guarantee.

To confirm a reservation for the Summer Season at Cape Kidnappers and Kauri Cliffs a deposit equal to one night's tariff is required per room booked.

To confirm a reservation in the Owner's Cottage a deposit equal to one night's tariff is required.

To maintain a confirmed reservation over the Holiday Season full payment is due 1st September, non-refundable on cancellation.

### INDIVIDUAL RESERVATION CANCELLATION POLICY – 7 Apr-31 Oct '18

Outside 90 days prior	No Charge
90-31 days prior	\$250.00 transaction fee
30-14 days prior	50% charge for the room nights cancelled
Inside 14 days	Full charge for the room nights cancelled

### SUMMER SEASON CANCELLATION POLICY – 1 Nov-22 Dec '17 & 5 Jan-6 Apr 18

Outside 90 days prior	No Charge
90 - 60 days prior	50% charge for the room nights cancelled
Inside 60 days prior	Full charge for the room nights cancelled

### HOLIDAY SEASON CANCELLATION POLICY – 23 Dec '17-4 Jan '18

Cancellation from 1 September to date of arrival	100% charge for the room nights cancelled
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## Kauri Cliffs & Cape Kidnappers Group Booking & Cancellation Policy – (Four rooms or more)

Reservations of 4 + rooms are considered a group and booking conditions apply:

The following cancellation policy applies to all movements on group reservations

Please note Group Bookings are taken at the sole discretion of the property and additional conditions may apply

#### SUMMER SEASON CANCELLATION POLICY FOR GROUP RESERVATIONS – 1 Nov '17-6 Apr '18

*To confirm a group booking a deposit of 35% on accommodation is required. Balance payments are due with 15% at 91 days, final 50% at 75 days.*

Outside 120 days prior	No Charge
120-91 days prior	25% of the total room nights cancelled
90 - 75 days prior	50% of the total room nights cancelled
Inside 75 days prior	100% of the total room nights cancelled

#### CANCELLATION POLICY FOR GROUP RESERVATIONS – 7 Apr-31 Oct '18

*To confirm a group booking a deposit of 35% on accommodation is required. Balance payments are due with 15% at 91 days, 25% at 60 days and final 25% at 30 days.*

Outside 120 days prior	No Charge
120-91 days prior	25% of the total room nights cancelled
90-61 days prior	50% of the total room nights cancelled
60-30 days prior	75% of the total room nights cancelled
Inside 30 days prior	100% of the total room nights cancelled



#### Matakauri Lodge Booking & Cancellation Policy – (Three rooms or less)

To secure a reservation for 3 rooms or less a valid credit card must be provided at the time of booking as guarantee.

To confirm a reservation a deposit equal to one night's tariff is required per room booked.

To confirm a reservation in the Owner's Cottage, a deposit equal to one night's tariff is required.

To maintain a confirmed reservation over the Holiday Season full payment is due 1st September, non-refundable on cancellation.

#### INDIVIDUAL RESERVATION CANCELLATION POLICY – 30 Apr-22 Dec '17 & 5 Jan-22 Dec '18

Outside 90 days prior	No Charge
90 - 60 days prior	50% charge for the room nights cancelled
Inside 60 days prior	Full charge for the room nights cancelled

#### HOLIDAY SEASON CANCELLATION POLICY – 23 Dec '17-4 Jan '18

Cancellation from 1 September to date of arrival 100% charge for the room nights cancelled

### Matakauri Lodge Group Booking & Cancellation Policy – (Four rooms or more)

Reservations of 4 + rooms are considered a group and booking conditions apply: The following cancellation policy applies to all movements on group reservations.

Please note Group Bookings are taken at the sole discretion of the property and additional conditions may apply

#### CANCELLATION POLICY FOR GROUP RESERVATIONS – 28 Nov '17-30 Apr '19

*To confirm a group booking a deposit of 35% on accommodation is required. Balance payments are due with 15% at 91 days, final 50% at 75 days.*

Outside 120 days prior	No Charge
120-91 days prior	25% of the total room nights cancelled
90 - 75 days prior	50% of the total room nights cancelled
Inside 75 days prior	100% of the total room nights cancelled

Special conditions apply for exclusive buy outs of lodge accommodation