

## General Terms and Conditions of your booking and stay

A valid credit card and a photo ID is required to check in.

We reserve the right to validate your credit card for the amount of the booking.

Minimum age for check in is 18 years of age. Under 14 year old children cannot be left alone unsupervised in the room.

All payment is required to be paid in advance or at the time of check in. Please do not be offended as it makes our operation easier.

Cars parked are at car owner's risk and Arena Motel will not accept any responsibility for any damages to the cars parked in the premises of Arena Motel. Visitors are not permitted to park on site without having prior arrangements made.

**Check In:** Between 1:00PM and 9:00PM. Check in after 9PM can be done using kiosk. Kiosk accepts Visa, Mastercard, Credit cards ONLY. No cash, Eftpos or Debit cards.

**Check Out:** Before 11AM. Late check out can be organised subject to availability. Unarranged check out will incur extra charges - \$30 for first hour or part thereof. Any check out thereafter will incur full night charge.

**Reception Hours:** 9AM to 11 AM and 1PM to 9PM.

### Cancellation:

General Booking: Cancellation for general booking must be done 48 hours prior to check in date and time. Any cancellation thereafter will incur first night charge. Any cancellation within 24 hours of check in will incur full charge. General booking payment will be processed in the morning on the day of check in using the credit card given.

No show will incur full charges and booking for next days will be canceled.

If a guest has booked a 1-bedroom or a 2-bedroom for 3 or more guests on a non refundable basis, there will be no refund for guests who did not check in. Please note that for general booking refund due to fewer number of guests checking in than originally booked will not be possible unless we are able to transfer the guests to a smaller unit. Larger unit costs more and occupying a larger room will incur higher charges regardless of the number of people checking in.

**Non-refundable booking: No cancellation, modification will be permitted. Payment will be charged to the guest credit card any time after the booking has been received by us. If the card used for booking is declined, guest would be notified and if no valid credit card is provided within time specified booking will be canceled and guest will still be responsible for the payment of entire amount that is due.**

In rare unfortunate occasion, due to human or technical error because of overselling or otherwise, we may have to relocate you to another motel. We will make every effort to make sure that it is of same standard and offers same facilities, however, subject to availability it may not always be possible. In such situation, we will endeavour to inform you of the change i.e. relocation as soon as possible. If you wish to take up the new arrangement, we will organise the accommodation on your behalf and provide you with the details of your accommodation. In case, you do not we will refund you in full as soon as possible. Arena Motel in any case will not accept any responsibility for any loss, damage or inconvenience caused by this relocation arrangement. Guest will remain responsible to make their own way to the new accommodation and Arena Motel will not be responsible for the transportation.

**NOTE: DURING LONG WEEKENDS FOR PUBLIC HOLIDAYS SUCH LABOUR DAY/QUEENS BIRTHDAY OR OTHERWISE AND/OR DURING ANY FESTIVE SEASONS SUCH AS CHRISTMAS/NEW YEAR OR EASTER HOLIDAYS, THE CANCELLATION PERIOD IS AT LEAST 7 DAYS PRIOR TO CHECK IN DATE FOR ALL GENERAL BOOKINGS.**

**House Rules:**

We respectfully request the guest to do their dishes and keep noises at an acceptable level. We would like all our guests to have a peaceful sleep and no loud music or party is permitted after 10PM at night. Any damages to the property will be charged to guest credit card. It is the responsibility of the user to clean up the BBQ after use.

**Servicing of your unit:** We service the units daily and that includes taking out the trashes and refilling the condiments etc. as necessary. We will provide fresh towel only if you leave your used towels in the shower tray. Beds are tidied up but if you leave personal stuffs on the bed we do not touch those and as such the beds won't be made up. Linens are changed only once a week. If you will be staying back in the room but want your room to be serviced, please let us know as the housekeeping staff will not service the unit while the guest is still in the unit. We can service your room only when you step out of the unit.

**Only registered guests are allowed** in the room after 11PM. If a guest stays without being registered, there will be a penalty charge of \$30 per guest per night. Kids under 1 year of age are welcome to stay free of charges. Guests of our guests are not allowed to park on site without prior arrangements.

There is a lost key charge of \$50. If you have mistakenly taken the key with you, please inform us immediately to avoid your card being charged. Please return the keys to our address 30 Whiteleigh Avenue, Addington, Christchurch. Once the key is received by us we will refund \$30 after deduction of \$20 processing fee.

If you have left anything behind, please note that we are responsible for left and found stuffs for only up to 7 days from your check out date and happy to organise a return if you will provide us with a self-addressed pre-paid courier pack. Please notify us that you would like the item(s) to be returned and send us the courier pack at your earliest.

**We would like all our guests to have a pleasant stay, however, rude, unruly or any form of intimidating behaviour towards other guests or host will not be tolerated and will get the person evicted.** We would like to accommodate all your reasonable requests and would appreciate you letting us know of the issues of your concern in the first instance. We would prefer to know from you direct as opposed to finding out from an online review.

Management reserves the right to refuse any of the motel facilities to visitors who are not resident guests at the motel.

Shoes and suitcases are NOT to be kept on any beds - it damages the bed spread! Please use luggage rack provided. Excessively soiled shoes and gumboots must be left outside the unit - any damages to the carpet will be charged to the guest credit card.

WiFi: You are entitled to unlimited use of WiFi. By logging in to Arena Motel network you agree to comply with all local laws as far as internet use is concerned and agree to take personal responsibility for the same. Please do not download any materials from internet that are not legal to be downloaded including musics, videos, pornographic materials, etc. **Please note that by logging into our network to access internet you agree to take personal responsibility for your use of internet content including any violation or breaches of any New Zealand or other international laws either knowingly or not knowingly.**

We wish you a pleasant stay. Thank you for your cooperation.

**Have a great day in paradise!**