



## Health & Wellbeing Policies:

### **NOISE/DISTURBANCE POLICY**

Parties in guest rooms are strongly prohibited. If you are interested in hosting a party or entertaining during your stay, please connect with our Sales Team. Pool and fitness centre privileges are for registered guests only. Noise is expected to be kept at a minimum at all times as the hotel has an obligation to provide our guests with a quiet and comfortable stay, and will not tolerate actions that will produce otherwise. We ask that non-registered guests complete their visits to guest rooms by 10pm. The hotel reserves the right to evict as well as charge a noise disturbance fee.

Anything above the occupancy limit per room is defined as a party. While we attempt to give at least one warning, we reserve the right to take other measures in order to ensure the comfort and enjoyment of other guests. We enforce the maximum occupancy limits for all room types. If the occupancy limit is exceeded, there will be a \$100.00 fee (non-refundable) per person and guests who are not registered may be asked to leave.

Pool parties are not permitted at any time. A guardian must accompany minors at all times, and pool usage is for registered guests only.

### **SMOKING POLICY**

All guest rooms and public spaces are 100% smoke-free. A \$200 cleaning fee will be charged to any guest who violates the smoking policy.

### **CASH BOND POLICY**

All guests who do not use a credit card for pre-authorisation upon arrival will require the following:

- New Zealand Driver's License, Passport or NZ 18 plus card
- A minimum of \$200 cash bond (depending on room type) as well as full prepayment of the accommodation. *Cash bond refunded at time of departure.*

## **LIABILITY**

Upon checking in, guests understand and acknowledge that they will be personally liable to reimburse the hotel for any damage caused by the occupant or invitees during the duration of the stay. Guests will also be liable for any fire department call-out charges incurred by the hotel as a direct result of the occupant's actions or omissions.

All money, deposits and rents will be forfeited in the event of an eviction.