Summerset Warkworth
31 Mansel Drive, Warkworth 0910

Summerset Warkworth Holiday Apartment

Terms and conditions

1. **COVID-19/Extenuating Circumstances:**
   a. If a booking is directly impacted by COVID (for example by Government restrictions preventing a guest from travelling to Summerset Warkworth, a positive COVID test or if the guest is having to self-isolate), then the following provisions apply to the booking.
   b. Booking dates can be changed (subject to availability), or alternatively, any funds paid towards the booking can be held as a credit to be booked within 12 months and stay within 24 months of the original booking date.

2. **Reservations:**
   a. Reservations can be made during normal business hours Monday to Friday with either the Village Manager or Office Manager. Bookings can also be made by contacting the following email bookings.warkworth@summerset.co.nz. Payments can be made at Summerset Warkworth on arrival.

3. **Cancellation and refund policy:**
   a. All cancellations must be received no later than 48 hours prior to your arrival.
   b. If you cancel less than 48 hours prior to your arrival, you will be charged 50% of the first night's accommodation.
   c. If you cancel within 24 hours of your arrival, you will be charged 100% of your first night's accommodation.
   d. Should you decide to depart earlier than your original booking, you will be charged 50% of the remainder of the booking, unless on-sold.
   e. The above charges are at the discretion of the Village Manager.

4. **Arrival and departure times:**
   a. Arrival after 1pm and before 4pm weekdays, and after 1 and before 3pm weekends. Please report to reception to collect the keys for the property.
   b. Departure no later than 10am.

5. **Property occupancy:**
   a. The Summerset Warkworth has specific occupancy limits which are strictly enforced and must be adhered to. The number of occupants is as per the reservation and may not be increased.
   b. The premises may only be used for residential accommodation.

6. **Additional services:**
   a. The Summerset Warkworth apartment will not be serviced during your stay unless arranged at the time of booking.
   b. Should you require additional services such as cleaning, laundry or meals during your stay please advise the Village Manager and we will arrange a quote for these on a charge per use basis.

7. **Charges for damage and other costs:**
   a. You are responsible for any loss or damage that you cause to the Summerset Warkworth Apartment, the Village or any other property.
   b. Where appropriate we reserve the right to charge any surcharges to you in order to recover our administrative costs and expenses. Should the property be left in a state requiring greater than the standard cleaning service, the additional cleaning will be charged at cost plus 15%.
   c. All damages or missing articles will be charged at full replacement or repair cost plus 15% (including lost keys).
   d. Should more than the booked number of individuals stay in the premises Summerset reserves the right to charge a $500 (incl. GST) fee in addition to correcting the daily rate to incorporate the additional guests. These fees and charges are necessary to recover our administrative costs and expenses in relation to the repair, replacement or management of additional guests (as applicable).

8. **Changes and cancellations by Summerset:**
   a. There are occasionally unforeseen occasions on which the Summerset Warkworth Apartment becomes unavailable. Should this occur Summerset will use its best endeavours to find suitable alternative accommodation or refund all charges. Should you accept a substitute property of your choice, no further compensation will be made or liable for.
   b. Summerset reserves the right to require all guests to promptly vacate the Summerset Warkworth Apartment if Summerset reasonably considers that you or any other guests have caused, or are likely to cause, distress, nuisance, or annoyance to any person or to pose a risk to the health and safety of any person. If Summerset exercises this right, you will be provided with a full refund for any remaining portion of your booking.

9. **Liability:**
   a. Summerset does not accept liability for acts or omissions of third parties that may prevent or disrupt a guest's booking.
   b. Information and descriptions are supplied in good faith. Certain features or facilities may not be available from time to time due to circumstances beyond our control, for which Summerset accepts no responsibility.
   c. Please evaluate the property details and check with us if you have any questions. Reservations cannot be refunded if on arrival the property is found to be unsuitable for your needs.

10. **Special conditions:**
   a. Guests are expected to comply with the Village Rules (available in the village library or on request) while in occupation.
   b. Smoking in the Summerset Warkworth Apartment is prohibited.
   c. You acknowledge the terms of Summerset's privacy policy, available at: https://www.summerset.co.nz/privacy-and-complaints-policies/privacy-policy/ and agree to make all other guests aware of our privacy policy.
   d. You confirm that all guests are able to live safely and independently within the Summerset Warkworth Apartment including safely evacuating without assistance from Summerset staff.

We have read the terms and conditions and agree to them.

Name: _____

Address: _____

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_____

Signature: _____ **Date:** _____