Summerset St Johns

180 St Johns Road, St Johns 1072

Summerset St Johns Holiday Home

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 St Johns, 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 with Reception by calling our main number is 09 950 7980. Bookings can also be made by contacting the following email bookings.stjohns@summerset.co.nz. Payments can be made at Reception at Summerset St Johns.

3. **Cancellation and refund policy:**
   a. All cancellations must be received no later than 2 days prior to your arrival.
   b. The above charges are at the discretion of the Village Manager.

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

5. **Property occupancy:**
   a. Summerset St Johns 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 "St Johns Holiday Home" Apartment will not be serviced during your stay.
   b. Should you require additional services such as cleaning, laundry or meals during your stay please advise the Resident Experience Manager or Reception and we will arrange a quote for these on a charge per use basis.

7. **Charges for damage and other costs:**
   a. Where appropriate, we reserve the right to charge any surcharges to you. 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%. All damages or missing articles will be charged at full replacement or repair cost plus 15% (including lost keys). Should more than the booked number of individuals stay in the premises Summerset reserves the right to charge a $500 (incl. GST) penalty in addition to correcting the daily rate to incorporate the additional guests.

8. **Changes and cancellations by Summerset:**
   a. There are occasionally unforeseen occasions on which the "St Johns Holiday Home" 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 St Johns 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.
   d. In line with the terms of your Occupation Right Agreement, we may ask you to pay a sum of up to $250 towards the excess payable under our insurance in respect of any damage or loss you accidentally cause to the property or Village during your stay. If you have an insurance policy that covers this damage or loss you agree to make a claim and pay the proceeds from this claim to us to reimburse us for repairing the property or Village if we request, you to do so.

10. **Special conditions:**
   a. Guests are expected to comply with the Village Rules while in occupation.
   b. Smoking in the "St Johns Holiday Home" Apartment is prohibited.

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

Name: _____

Address: _____

Mobile: _____

Email: _____

Date: _____

Signature: _____