



Summerset in the Orchard  
1228 Ada Street  
Hastings

## **The Orchard Apartment**

### **Terms and conditions**

#### **1. COVID-19/Extenuating Circumstances:**

If a booking is directly impacted by COVID (for example by Government restrictions preventing a guest from travelling to Summerset on the Orchard, a positive COVID test or if the guest is having to self-isolate), you will not be able to arrive and commence your stay with us.

#### **2. Reservations:**

Enquiries can be made during normal business hours of Monday to Friday 8.30 to 4.00pm with the Office Manager or Village Manager. All bookings must then be emailed to or on [bookings.hastings@summerset.co.nz](mailto:bookings.hastings@summerset.co.nz) and will be confirmed by return email.

#### **3. Cancellation and refund policy:**

- a. All cancellations must be received no later than 2 days prior to your arrival.
- b. If you cancel less than 2 days prior to your arrival, you will be charged 50% of the first night's accommodation.
- c. If you cancel within 8 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 or determined otherwise by the Village Manager.
- e. The above charges are at the discretion of the Village Manager.

#### **4. Arrival and departure times:**

- a. Arrival after 2pm and before 4:30pm. Arrivals outside these times must be advised in advance.
- b. Departure is no later than 10am. Keys must be surrendered at Reception before leaving the Village.

#### **5. Property occupancy:**

- a. The Orchard Apartment has specific occupancy limits which are strictly enforced and must be adhered to. The number of maximum occupants is four (4) people as per the reservation and will not be increased.
- b. The apartment is furnished with 1 x queen-sized bed. Two stretcher beds can be made available if requested ahead of time.

#### **6. Additional services:**

- c. The Orchard Apartment will not be serviced during your stay.

**7. Charges for damage and other costs:**

- a. You are responsible for any loss or damage that you cause to the Orchard 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 Orchard Apartment becomes unavailable. Should this occur Summerset will use its best endeavours to find suitable alternative accommodation. 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 Orchard 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 Orchard 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 Orchard Apartment including safely evacuating without assistance from Summerset staff.



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

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_