



CLYDE CENTRAL
— say hello —

TERMS & CONDITIONS

RESERVATIONS

Guests must be 18 years (or older) to make a reservation.

All persons under the age of 18 years old must be accompanied by a parent or guardian for the duration of the stay.

Current photo identification must be presented at check-in.

CHECK-IN AND CHECK-OUT POLICY

Check-in is from 2:00 p.m. on the day of arrival. You may attempt to check-in prior to this time but we cannot guarantee that your room will be available.

Check-out is prior to 10:00 a.m. on the day of departure. You may request to check-out later than this time but we cannot guarantee that this will be available.

Early check-in and/or late check-out is subject to availability and additional fees may apply.

PAYMENT POLICY

All rates listed are in New Zealand dollars.

All reservations require a credit card which may be validated or pre-authorized for the full amount of the reservation and any reasonably foreseeable additional costs and expenses. Pre-authorization is a temporary hold on funds on your credit card for your reservation.

If a credit card is not available a cash bond equivalent to cost of your stay (or an alternative amount expressly agreed with management) shall be required.

If your booking is non-refundable your credit card will be charged after your reservation is confirmed.

Full payment for accommodation is required upon arrival with any additional payment required prior to departure unless otherwise agreed with management.

Where there is an overdue account (for whatever reason) this outstanding amount will be referred to a debt collection agency and/or law firm. You will be liable for all costs incurred to facilitate the collection of this debt, including collection fees and/or legal fees.

CANCELLATION POLICY

Single Reservations: Where a reservation is cancelled by giving 48 hours (or more) notice of your date of arrival there will be no cancellation fee. Where the required notice period is not given a cancellation fee equivalent to your first night's accommodation shall.

Peak Times - Single Reservations: For any reservation (or part of a reservation) that falls during the school holidays and on any public holiday the notice period is increased to seven (7) days (or more).

Group Reservations:

1 night group reservations: Where only one room is cancelled then the single reservation policy applies. Where two (or more) rooms are cancelled with 28 days (or more) notice only an administration fee of \$50.00 shall apply. Where the required notice period (28 days or more) is not given a cancellation fee equivalent to entire reservation shall apply.

2 (or more) night group reservations: Where only one room is cancelled then the single reservation policy applies. Where two (or more) rooms are cancelled within 42 days a 50% cancellation fee will apply. Where two (or more) rooms are cancelled within 28 days the cancellation fee equivalent to the entire reservation shall apply

COVID-19 CANCELLATION POLICY

The safety and well-being of our guests is important to Clyde Central. In circumstances where the cancellation is due to a Covid-enforced government travel restriction we will work closely allowing for flexibility while being reasonable with alternative dates and arrangements. In all other circumstances the standard cancellation policy will stand and we strongly recommend that guests have domestic travel insurance.

No Show: Where you do not check-in on your arrival date you shall be charged for your entire reservation.

We may cancel your reservation at any time with immediate effect by giving you written notice in the event of a material breach of these Terms and Conditions.

We may also cancel your reservation if an event outside our control means we are unable to make your room or rooms available in accordance with your reservation. You will be notified as soon as possible of this and there will be no fees payable in respect of such a cancellation.

Your credit card will be charged in accordance with this policy.

TRADE

Without the prior consent of management you may not carry on any commercial activity from your unit at any time.

We reserve the right to ask you to leave in the event of a violation of this policy.

DAMAGE

Damage to Motel property should be reported immediately to management.

Any loss of income that is a result of the damage and any associated repair and/or replacement that work must be undertaken shall be charged to you.

COOKING POLICY

All units have a full kitchen available for use.

Cooking foods that are highly odorous or aromatic that infuse into the surfaces and furnishings can require additional cleaning (we find the most problematic foods are seafoods, some spices or food that has been burnt).

If highly aromatic cooking smells remain after you vacate the suite and cannot be removed with normal cleaning there shall be additional cleaning fees charged.

Any loss of income that is a result of additional cleaning and associated availability of units may be charged to you.

If you have any concerns about this policy please check with management before cooking.

HEALTH AND SAFETY POLICY

Here, at Clyde Central, we aim to provide and maintain a safe, secure and healthy environment for our guests and staff and take all practicable steps to eliminate, isolate and minimise exposure to identified hazards deemed significant.

If any maintenance is required or you identify a hazard please let us know as soon as practical.

NON-SMOKING POLICY

Clyde Central has a smoke free policy for all units. For those wishing to smoke (including e-cigarettes) please do so outside or off-site noting that smoking is not permitted in the BBQ area.

Each room has a smoke alarm and please do **not** tamper with these as it will compromise the safety of all guests. Smoke alarms are very sensitive and any fire emergency New Zealand call-out charges may be passed on to those responsible.

Where this policy is breached and the decontamination cannot remove the smell with normal cleaning additional cleaning fees shall be charged.

Any loss of income that is a result of additional cleaning and associated availability of units shall be charged to you.

LIMITATION OF LIABILITY

We do not accept any liability or responsibility for any failure to perform or delay in performance of our obligations in accordance with these Terms and Conditions for events outside our control.

Vehicles parked at the Clyde Central premises are left at their owner's risk. We recommend that no personnel items are left in your vehicle overnight.

PET POLICY

Excluding service, hearing or guide dogs, pets are not permitted at the Clyde Central.

DRUGS AND ALCOHOL POLICY

Illicit drug use and excessive consumption of alcohol is **not** permitted anywhere on motel property including visitors.

We reserve the right to ask you to leave in the event of a violation of this policy.

NOISE POLICY

It is important to us that you enjoy every aspect of your stay with us. We ask that any visitors you may have leave by 10 p.m. and ask for your consideration of other guests by keeping your noise levels to an acceptable level for the enjoyment of all – thank you.

We reserve the right to ask you to leave in the event of a violation of this policy.

ADDITIONAL COSTS

Please see estimated additional costs (including GST):

- Lost Key: \$15.00
- Carpet cleaning: \$200.00 per room
- Additional room cleaning: \$25.00 per hour
- Damage: Market cost of repair or replacement
- Missing Chattels: Cost of replacement

FIRE ALARM CHARGES

If a fire alarm is triggered in any unit, then you may be charged all costs related to this, including any incurred to Fire and Emergency New Zealand.

WEBSITE

Our website is free of charge, however, we do not guarantee that the website or any content will always be available or uninterrupted. We reserve the right to amend any or all parts of our website without notice.

You may not use any intellectual property associated with Clyde Central or create any link to our website without prior written consent.

DISPUTES

If there is any aspect that you are unsatisfied with or any issue you wish to raise please contact the Manager by email: hello@clydecentral.co.nz

We will endeavour to resolve any issues raised by a guest as soon as possible.