

ACCOMMODATION POLICY: GENERAL TERMS & CONDITIONS

APPLIES TO: **WAIKANA E BEACH MOTEL &
ACCOMMODATION IN GISBORNE**



These terms and conditions apply to all bookings made at Waikanae Beach Motel (WBM) and Accommodation in Gisborne (AIG). By booking accommodation with either entity, guests and/or agents agree to the following conditions, unless otherwise specified.

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1. BOOKING ACCOMMODATION

WBM and AIG reserve the right to refuse accommodation or ask guests to vacate the premises in the event of:

- Disorderly behaviour or intoxication affecting other guests.
- Pets not pre-approved by management.
Note: unapproved pets may result in immediate cancellation, eviction, and an additional cleaning fee (minimum \$150 for carpet and upholstery cleaning). Refer to Section 14.
- Excessive noise, including from white noise machines, particularly after 10:00 pm.
- Visitors not approved in advance by management, *Unregistered guests may incur per-person, per-night charges.*
- Use of chainsaws, generators, amplifiers, or other loud equipment.
- Multiple vehicles beyond the limit of one per motel room (WBM only). Additional vehicles must park on the street (free parking).
- Failure to comply with rubbish and recycling rules.
Incorrect use of recycling bins may result in additional fees due to disposal costs.
- Subletting or re-letting of any of WBM or AIG accommodation is strictly prohibited without prior written consent.
- Accommodation is not permitted to be used for business purposes which includes prostitution or massage services.
- Gang-related patches, insignia, or regalia are not permitted at any WBM or AIG property. We reserve the right to refuse entry or evict any guest displaying these items to maintain a safe, neutral environment for all guests. This policy is in accordance with our rights under the Trespass Act 1980 and local safety obligations.

Important notes:

- The facilities are for registered guests only.
- Speed limits within WBM are strictly walking pace.

2. TERMS OF TRADE

All bookings represent a contractual agreement between the guest (or booking agent) and WBM/AIG.

- Any additional charges incurred during the stay will be charged to the stored credit card. If an invoice is issued, the charge will be added to the reservation, and the booking agent or guest is responsible for immediate payment.
- Agents booking on behalf of others must provide a list of guests and their contact details.
- WBM/AIG agree to provide the accommodation and services described at the time of booking, although room layout and decor may vary (refer to section 4).
- WBM/AIG may request photo identification and vehicle registration upon check-in.
- Guests with a Gisborne address are required to provide valid photo identification and a security deposit at the time of check-in.
- A refundable bond of up to \$1500 may be required at check-in.
- Guests displaying threatening behaviour or disrespecting staff or other guests may be refused entry or removed from the premises without refund.
- Late cancellations or no-shows have a financial impact. Guests must phone and email cancellations. Administration fees may apply, refer to section 8 & 9.

3. OFFICE HOURS

- Reception is open 8:00 am to 6:00 pm daily.
- Guests arriving outside these hours must contact reception at (06) 868 4139 to arrange late check-in. A late check-in fee of \$50 may apply if prior contact is not made.
- **Holiday home guests** will receive lockbox access details via email by midday on the day of check-in. If not received, please contact reception 06 868 4139.

4. IMAGES

Images shown are indicative only. Room layout, design, and furnishings may vary between units.

- All accommodation is updated regularly, but not every room is pictured.
- Properties are individually furnished and themed.
- WBM & AIG aim to provide accommodations that match guest needs as closely as possible. *Please note that some items may have been recently updated or replaced, and photos may not yet reflect these changes.*

5. ACCOMMODATION RATES

All prices are quoted in New Zealand dollars and include 15% GST. Holiday home bookings include a cleaning fee, which is added at the time of booking. When booking directly through our website, guests can select the appropriate cleaning fee based on the number of bedrooms and length of stay. Management may adjust this fee if necessary. For bookings longer than 10 days, a weekly service fee is added to the reservation and discussed in advance refer to section 21.

Rates vary throughout the year based on seasonality, major local events (such as Rhythm & Vines), and availability. The secure online booking system reflects real-time availability and pricing. Please note that the holiday home rates do not include all the cleaning fee's — this is calculated separately based on stay duration and home size.

6. BANK CARD FEES

- Credit/debit card transactions incur a non-refundable 2.9% service fee.
- Refunds (if applicable) will be processed within 5 business days. Bank processing delays may apply.

7. LOWEST RATE GUARANTEE

WBM will price-match lower rates found online if the following apply:

- The original booking was made via www.waikanaebeachmotel.co.nz
- The competing rate must be publicly available and identical in all terms, including location.
- Claims must be submitted within 24 hours of booking.
- Price match excludes cleaning fees, card fees, etc.

8. CANCELLATION & DEPOSIT

- All bookings must include the primary guest's full name, residential address, email, and phone number.
- All payments are in NZD and include GST.
- Changes to bookings must be paid at the time of alteration.

- No refunds due to weather or personal change of plans.
- Alterations must be submitted via email.
- Changes or cancellations may incur a \$25 admin fee.
- Cancellations requested more than 7 days before arrival are eligible for a refund but may incur a \$50 administration fee.
- Peak season bookings and group bookings (20 Dec–6 Feb) require 50% deposit and 12 weeks' notice for cancellation.

9. NO SHOWS

A no-show is when a guest fails to arrive without any prior notice or communication. No-shows will be charged in full for the first night of the booking, and the remainder of the reservation may be cancelled at the discretion of WBM & AIG. In peak periods, long stays, or festival bookings, the full booking amount may be forfeited. It is the guest's responsibility to notify us of any delays or issues that may affect their arrival.

10. NO PARTY POLICY

WBM & AIG uphold a strict no-party policy. Guests using the property for parties or large gatherings may be evicted without refund and charged for any resulting damages, cleaning, or loss of business.

11. SMOKING

All indoor spaces are smoke and vape free. Smoking and vaping must occur outside away from open windows and doors. If smoke odour is detected indoors, cleaning fees will apply and may include costs related to lost revenue from future guests.

- Defined cleaning charges for smoke restoration: \$200 (Studio), \$300 (1-bedroom), \$400 (2-bedroom), \$500 (3-4 bedroom)

12. CHILD POLICY

- Children under 2 stay free unless extra beds are used and or a portacot is required.
- All guests under 18 must be accompanied by a responsible adult.
- Children under 14 must not be left unattended at any time. In accordance with Section 10B of the Summary Offences Act 1981, it is a legal requirement in New Zealand that children under 14 are properly supervised. Failure to comply may result in eviction and/or notification to the relevant authorities.
- Any violations may result in booking cancellation without refund.

13. PORTACOTS. HIGHCHAIRS & BABY BATHS

Portacots and other items are available on request for a small hire fee, subject to availability. For holiday homes, advance notice may be required. Delivery to the property may incur an additional charge. Guests are welcome to collect items themselves to avoid the delivery fee.

14. PET POLICY

Please note guide dogs are welcome and permitted to stay at any of our properties, we do ask that guests still notify us of their guide dog so that we can ensure cleanliness after their stay as we like to have pet free properties for people that may suffer an allergic reaction from pets.

- **Pets are welcome** at designated pet-friendly properties but must be approved in advance. A **pet fee applies per pet**.
- **Pets must not be left unattended**, must remain off all furniture, and should be always supervised during the stay.
- **Guests are responsible for cleaning up after their pets**. Additional cleaning or any damage may incur extra charges.
- **Excessive barking or disruptive behaviour** may result in a request for the pet to be removed from the property to maintain a peaceful environment for neighbours and other guests.
- Bringing **unapproved pets**, or violations of the above rules, may result in **eviction and additional cleaning charges**.
- **If pets are brought inside non-pet properties**, cleaning fees apply as follows:
 - Studio: \$200
 - 1-Bedroom: \$300
 - 2-Bedroom: \$400
 - 3-4 Bedroom: \$500

15. PEOPLE WITH DISABILITIES

WBM & AIG aim to provide a safe and welcoming environment for all. Guests with disabilities, including those who are hearing or vision impaired, are encouraged to notify management of their needs and disability at the time of booking or check-in. This ensures appropriate assistance can be provided in the event of an emergency such as a fire evacuation. This information allows staff to identify rooms that may require direct contact if alarms are not heard or seen. Please contact us before arrival to discuss your needs. Guests are responsible for the safety of any visitors, especially in emergency situations.

16. TRAVEL INSURANCE

Travel Insurance is strongly advised at the time of booking. It can cover costs such as loss of the booking amount due to cancellation, loss or damage to personal baggage, loss of money, medical expenses, and cancellations caused by unforeseen events such as illness, weather disruption, or travel delays.

17. CONCERNS OR PROBLEMS

Please contact reception as soon as possible if any issues arise during your stay. We will do our best to resolve matters promptly.

If neighbours are noisy or an emergency arises, guests should contact emergency services by dialling 111 immediately. Once the situation has been addressed, guests must also notify WBM & AIG management in writing (via email or written message).

If guests or their visitors have disrupted others during their stay, they may be held liable for compensating other affected guests, including the cost of alternative accommodation where applicable. WBM & AIG reserve the right to take appropriate action in such cases.

18. INTELLECTUAL PROPERTY / COPYRIGHT

Waikanae beach Motel & Accommodation in Gisborne is All rights reserved.

Using the website resources for any purpose is breaching the Waikanae Beach Motel's & Accommodation in Gisborne's Intellectual Property Rights, which are protected by New Zealand and international law.

Links from this website to other websites are for convenience of the user and by using this website the user understands that WBM & AIG are not accountable for any advertising products, bad service, unlawful content, from these websites.

19. EVENTS BEYOND CONTROL

WBM & AIG are not liable for disruptions due to natural disasters, pandemics, civil unrest, or other force majeure events.

This includes unforeseen power outages, internet disruptions, or service interruptions outside our control. While we take all reasonable steps to ensure your stay is uninterrupted, there may be rare occasions where utilities are disrupted due to scheduled maintenance or provider issues.

Additionally, external works or general maintenance may be scheduled during office hours (8 am–6 pm) to maintain the quality of our properties and motel. We do our best to minimise any disruption to guests and appreciate your understanding.

No refunds or compensation will be provided for disruptions or inconvenience caused by events beyond our control, including but not limited to power outages, internet disruptions, or essential maintenance.

All travel documents, insurance, observance of laws and government regulations are the responsibility of the guest.

20. USE OF FACILITIES

WBM & AIG accept no liability for damage to personal items resulting from the use of any onsite, shared, or private appliances and facilities. For example, if a guest uses a washing machine (either shared or private) and their items are damaged due to mechanical fault, residue, or forgotten items left by a previous user, WBM & AIG will not be held responsible. Guests are encouraged to inspect all machines and equipment before use, as all facilities are used at the guest's own risk.

This applies to both communal laundry areas and private in-unit machines in our holiday homes or motel rooms. Guests are responsible for ensuring their items are suitable for machine washing and take appropriate care when using appliances.

Cooking food that produces strong odours (such as curries, seafood, or frying) is not permitted in any motel room or holiday house. If strong odours linger and affect future guests, WBM & AIG reserve the right to charge for deep cleaning and any associated loss of income due to delays in rebooking the unit or property. These policies help maintain a pleasant and neutral environment for all guests.

21. EXTRA CHARGES

Extra charges may apply for:

- Use of additional beds or linen not included in the original guest list or booking details (e.g. using extra bedrooms in a holiday home without prior arrangement)
- Excessive mess, dirty dishes, or food waste left behind.
- Rewashing of dishes.

- Removal of pet hair from furniture. - *these breaches our house rules and will incur an additional cleaning fee. Severe breaches may result in further accommodation charges and future booking restrictions.*
- Guests are responsible for cleaning up after their pets, including properly disposing of dog waste from lawns and garden areas. Failure to do so will incur additional charges.
- Spills or stains requiring carpet/upholstery cleaning (minimum \$150).
- Smoke odour, unapproved guests, or damages, refer to section 11.
- Strong odours from cooking that require additional cleaning or deodorising.
- Failure to comply with rubbish and recycling rules.
Incorrect use of recycling bins may result in additional fees due to disposal costs.
- Outstanding invoices not paid within terms may incur: \$200 admin fee (10 days late), \$1000 second admin fee (20 days), debt collection referral (30+ days)

Cleaning Expectations

When you get to the accommodation and if you believe an area has been missed due to human error and would like a re-clean of the area, please notify reception 06868 4139 as soon as possible and before 5:00 pm, on the day of arrival so arrangements can be made. In some cases, the re-clean may occur the following morning.

Standard cleaning includes:

- Fresh linen on all beds
- Fresh towels, tea towels, bathmats
- Wiping of all surfaces, including bathrooms and kitchens
- Vacuuming and mopping of all floors
- Emptying bins and basic kitchen reset

What's not covered:

- Washing dishes left behind or re-cleaning dishes in cupboards
- Cleaning excessive rubbish (e.g. bags of food, takeaway containers)
- Removing stains or marks from carpet, upholstery, bedding, or walls
- Pet hair on furniture or bedding- *these breaches our house rules and will incur an additional cleaning fee. Severe breaches may result in further accommodation charges and future booking restrictions.*
- Smoke, vape, or strong odour removal requiring commercial cleaning

If a property is left in a condition requiring extra labour or specialist cleaning, WBM & AIG reserve the right to apply additional fees.

Motel Room Servicing – Waikanae Beach Motel (WBM)

Please note: Cleaners will not touch or move personal belongings. If items are left on beds, benches, or in a way that prevents cleaning, those areas will be skipped and not serviced.

For motel guests staying more than one-night, light servicing is available daily and includes:

- Bed straightening
- Towel replacement (if left on the floor)
- Rubbish emptied
- Bathroom wiped down

- Tea, coffee, and toiletry replenishment

Guests staying longer than 5 nights may receive a full mid-stay service, which includes linen change and full clean.

If a guest prefers not to be disturbed, please advise reception.

Holiday House Servicing – Accommodation in Gisborne (AIG)

Please note: Cleaners will not touch or move personal belongings. If items are left on beds, benches, or in a way that prevents cleaning, those areas will be skipped and not serviced.

A standard exit clean is included in all bookings. However, guests staying longer than 10 nights are required to book an additional service clean. This standard mid-stay service is charged separately at the same price as the exit clean and includes:

- Fresh linen replaced on used beds
- Replacement towels, bathmats, and tea towels
- Full wipe-down of kitchen and bathroom surfaces
- Vacuuming and mopping of all floors
- Bin emptying and kitchen reset

Please note that any extra charges are applied at the discretion of WBM & AIG management and are intended to cover the costs associated with additional cleaning efforts.

If a guest has not checked out by the designated check-out time and has not made prior arrangements with reception, the motel manager reserves the right to remove belongings and store them in a secure location. A full night's accommodation will be charged due to the inconvenience and delay caused in servicing the property for the next guest.

22. VEHICLE USE, PARKING & CHARGING

Guests Park their vehicles on the premises at their own risk. WBM & AIG accept no liability for damage, theft, or loss involving any vehicle, trailer, or contents left in our parking areas. Guests are advised to ensure their vehicles are secured and covered under their own insurance policies while staying with us.

If a guest's vehicle causes damage to property or another vehicle while on the premises, the guest must notify WBM or AIG staff immediately. The guest is responsible for the full cost of repairs and must make payment immediately upon request. It is the guest's responsibility to seek reimbursement from their insurer where possible.

Each motel room at WBM includes parking for one vehicle. Additional vehicles must be parked on the street (free public parking available). Speed limit within WBM is walking pace.

For safety and insurance reasons, guests are **not permitted** to charge electric vehicles using power points at any of our properties. **We do not currently offer EV charging facilities.** Please make alternative arrangements using public charging stations available in the area.

23. HOLIDAY RESTRICTIONS & GROUP BOOKINGS

We are closed on Christmas Day and New Year's Day and do not accept check-ins or check-outs on these dates. Guests booking over this period must book an additional night to accommodate for this closure.

Group bookings involving more than 3 motel rooms, 2 holiday houses, or stays of 14 consecutive days or more may incur additional administration and/or cleaning fees. Properties must be serviced during longer stays. For large group bookings, please contact us directly to arrange the best setup for your group's needs.

Bookings made during New Zealand school holidays, public holidays, and local festivals, as well as group bookings of 6 rooms or more, require a non-refundable deposit equivalent to one night's accommodation per room. Changes and cancellations can be made up to 30 days before arrival but may incur an administration charge if the changes are frequent and disruptive to management operations. If cancelled or changed after this period, the deposit is forfeited. Festival bookings are strictly non-refundable. For all other large bookings, deposits must be received no later than 30 days before check-in.

24. CALL-OUT FEES

Guests may be charged a call-out fee for non-urgent issues such as assistance with internet connectivity, accessing amenities already explained in the guest instructions, or retrieving keys that have been lost or misplaced. If the facility (e.g. key, Wi-Fi, instructions) has already been provided, it is the guest's responsibility to follow the provided information before requesting assistance.

Guests are expected to read all check-in material and perform basic due diligence (e.g. restarting devices, checking Wi-Fi instructions) before contacting staff. This helps our team prioritise genuine issues and emergencies.

A call-out fee of \$30 may apply during office hours (8 am–6 pm). For assistance outside of these hours, a higher fee will apply, typically \$150–\$200, depending on the time and nature of the request.

25. KEY REPLACEMENT

If a key is lost or not returned, guests will be charged for a lock replacement for security reasons. This typically ranges from \$300–\$400, depending on the type of lock and the urgency of the replacement. Once a locksmith has assessed the situation, the cost will be confirmed and charged to the guest.

24. EMERGENCY POLICY – FIRE & TSUNAMI

In the event of a fire, guests must evacuate immediately and call 111. Follow exit signs and gather at the designated safe area. Do not re-enter the property until cleared by emergency services.

If a **tsunami warning** is issued, or if a long or strong earthquake is felt, guests must evacuate inland or to higher ground immediately. Do not wait for official instructions if there are natural warning signs. Emergency evacuation routes and information are provided in guest rooms or units.

Guests are responsible for familiarising themselves with evacuation procedures and must follow Civil Defence instructions if an emergency occurs.

26. GENERAL

The individual who makes the booking agrees to all above terms and conditions as part of their booking and stay and consents to abide.

The Terms and Conditions are governed by and will be seen in accordance with the laws of New Zealand.

If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible, it will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.