



Methven Resort Terms & Conditions

1. General Terms & Conditions

- a. **Contact Details:** All reservations, booking and enquiries can be made via email and will be replied to as soon as possible, but within 24 hours at the latest during weekdays. For instant confirmation please reserve via our website or alternatively call directly.
- b. **Check In Policy:** Standard check in time is from 2.00pm although you are welcome to store your luggage at the Resort if you arrive prior to 2.00pm
- c. **Check Out Policy:** Standard check out time is up until 10.00am, please contact the Resort reception if you require a later check out time. Please note any late departures are subject to availability and charges may apply.
- d. **Age Policy:** All reservations received must be made by persons who are 18 years or older and Proof of ID may be requested on check in. Any person under the age of 18 year must always be accompanied by an adult. Failure to comply may result in termination of the accommodation reserved.
- e. **Children Policy:** For children 0 - 2 years, infant cribs are available at no additional charge but are subject to availability at the time of booking. For children 3-12 years are free using existing bedding. Roll-away beds are not available. Our restaurant offers a small children's menu.
- f. **Extra Person Policy:** All room types are limited to their standard occupancy. There is a \$60 fee for each extra adult and \$40 for each extra child.
- g. **Guarantee Policy:** All reservations are required to be guaranteed by a valid credit card with sufficient funds at the time of booking, and for online bookings, the credit card will be debited for the full amount at the time of booking. We do not accept cash as an alternative and we are unable to issue room keys without a valid credit card being presented. For walk in bookings we require a credit card to secure the booking, a temporary hold will be placed on the card until check out and the bill is settled. By providing a credit card, the guest authorises the hotel to pre-authorise or charge the card in accordance with the cancellation, no-show, and damage policies
- h. **Rates Quoted – Currency & GST:** All accommodation rates and services advertised by the resort, whether directly, via marketing or online are quoted in New Zealand dollars on a per night or person basis (as specified) and are inclusive of GST of 15%. Please note that Methven Resort does not accept cash as a form of payment. All payments must be made by eftpos or credit card.
- i. **Force Majeure:** Methven Resort will not be in any breach of this agreement or in any way liable, if it is prevented from meeting its obligations due to an event of force majeure, such as an Act of God, War, Earthquake, Riot, Storm, Flood, Explosion, Strike, or any other cause not reasonably within the control of the resort.

j. Smoking Policy: Methven Resort has a strict non-smoking policy. Guests who smoke on the premises will be charged a \$300 cleaning fee.

2. Cancellation & Refund Policy

a. Best Available Rate: Best Available Rate bookings are charged on departure from the hotel (except for bookings made through the hotel website which are charged at the time of booking) and are subject to a 48 hour cancellation policy. If the booking is cancelled inside 48 hours of the arrival date, they will incur a cancellation fee of a maximum of one night's accommodation. No Show bookings will forfeit the full accommodation charges. Please note that some discounted rates and special deals will have different cancellation policies, and these will be noted with the rate.

b. Prepaid Rates: Prepaid Rate bookings are charged at the time of booking, discount only available on select dates. Rate is prepaid and non-refundable; you may re-book for an alternative date but must pay any difference in rate. If room rate is lower, no refund applies.

c. Package/Special Rates: All specials and package rates will have individual cancellation policies that will be conveyed to the guest for hotel direct bookings or for online bookings they will be visibly displayed on both the reservation and payment screens and will require the customer to accept the terms and conditions at the time of confirming the booking.

3. Payment

a. Online Payment: All online bookings made on the Methven Resort website are charged at the time of booking using a valid credit card (Visa, Mastercard) and the card number, expiration date and card security code must be entered to complete this transaction. Online payments are made via our payment platform using a third-party provider, Windcave, who offers a secure payment system to protect customers credit card details with security settings that are compliant with all New Zealand regulatory and statutory regulations.

Please note that Methven Resort does not accept cash as a form of payment. All payments must be made by eftpos or credit card.

b. Credit Card Payments: All credit card payments are subject to a 2.5% credit card surcharge and this charge will show up on your receipt/invoice as a credit card surcharge. Payments by EFTPOS or direct credit do not incur a surcharge. We do not accept AMEX or Diners.

Please note any credit card surcharge fees are not refundable.

c. International Payments: Prices are advertised in New Zealand dollars so the amounts charged to credit card payments may fluctuate due to exchange rate fluctuations as bookings are converted into New Zealand dollars at the exchange rate on the day it is processed. If any cancellations are refunded then these are also processed in New Zealand dollars at the exchange rate on the day that the refund is processed so there may be a variance to the initial amount charged. The resort is not liable for any exchange rate variances.

d. Refunds: Any refunds will only be made to the same credit card debited for the original transaction.

e. Payment Terms for In-house Accounts: All charges must be settled on departure unless prior arrangements have been made. Credit is available to approved companies and travel agents, however a credit application must be completed

f. **Data Security:** Methven Resort takes the appropriate measures, in accordance with all regulatory requirements, to protect customer Person Information (PI) against accidental or unlawful destruction, alteration or unauthorised disclosure or access. We have implemented technical measures such as firewalls, login password systems and physical protection to this end. Credit card details are entered into the DPS Payment Express system which is (Payment Card Industry Data Security Standard) PCI DSS compliant and uses a Secure Socket Layer (SSL) technology to encrypt such PI.

4. Personal Information (PI)

a. **Information Required & Collection:** We will only collect PI that is necessary for the purposes of data processing and may be collected in certain circumstances, without limitation, as follows;

i. Hospitality activities such as booking a resort room, check in and check out at the resort, room charges during the guests stay, and any claims or requests.

ii. Participation in marketing programs, with customers consent.

iii. Provision of information by third party service providers such as tour operators, travel agencies, GDS reservations, online booking engines etc

iv. Internet activities such as filling in any online collection forms such as questionnaires etc

We do not knowingly collect PI from children under the age of 18 years, except name, age and nationality as provided directly by an adult on their behalf or without a relevant adult's permission.

b. **Confidentiality & Security:** We will implement reasonable technical and organisational measures to protect the customers PI against accidental or unlawful alteration or loss, or from unauthorised use, disclosure or access.

c. **Storage:** PI will be kept for the period for the purposes of the data processing and in accordance with regulatory and statutory requirements.