



THE MUDCASTLE

NELSON NEW ZEALAND

TERMS AND CONDITIONS – HOSTED ACCOMMODATION

- 1. Exclusive Hire Policy.** All accommodation bookings reserve The Mudcastle exclusively ie. no other booking is taken at the same time. Accommodation at The Mudcastle is available to be booked at 2 rates:
1 – 6 persons and 7 – 16 persons.
- 2. Contract Tracing.** A full list of guests staying in each room and accurate contact details for each person will be provided to The Mudcastle management. This information will not be used by The Mudcastle for marketing purposes.
- 3. Deposit Policy.** Accommodation deposit policies vary between online accommodation booking websites. A valid credit card number (to be used in case of incidentals) is required at the time of confirming the booking or on arrival at the premises.
- 4. Cancellation Policy.** Cancellation of an accommodation booking must be received in writing. Cancellation policies may vary between online accommodation websites but cancellations within 24 hours of the stay generally incur a 50% penalty and no shows, 100%.
- 5. External Service Providers.** If external services eg. flowers, massage, tours and activities etc. have been organised from external suppliers, payment in full for these services is required in advance.
- 6. Catering.** Hosted rates for post function stays include a full continental and cooked breakfast for all in-house guests. Hosted rates for pre function stays include a full continental breakfast for all in-house guests.

Additional catering such as dinner or picnic lunches may be possible provided that prior arrangements have been made. Self-catering is not possible for hosted stays and it is expected that the Owners' kitchen and areas designated as 'Private' are respected during your stay.

- 7. Special Diets.** Special diet requirements must be advised prior to the stay and may incur an additional charge.

8. **Alcohol Policy.** The Mudcastle is a Fully Licensed function venue and prior agreement will be required concerning Bar services for accommodation bookings.
9. **Laundry.** Laundry facilities are available and will be charged on use.
10. **Telephone and Wi-Fi.** Toll and cellphone calls made from our landline will be charged. Wi-Fi is supplied at no charge.
11. **High Heels.** Heel protectors must be worn on all high heeled shoes likely to cause damage to our paths and patio surfaces and our clay and timber floors or shoes must be removed when inside. Any repair cost for damage resulting from a failure to adhere to this requirement will be charged to the client.
12. **Smoking.** A no smoking policy is observed inside The Mudcastle. Windows and doors must be closed if guests are smoking directly outside on decks and patios. As special cleaning is required to remove contaminant odours from smoking, a \$200.00 +GST cleaning fee per room will be charged to the client if this request is ignored.
13. **Fireworks and Confetti.** Confetti and fireworks are not permitted. An exception is made for hand-held sparklers on the proviso that clients ensure they are not discarded in the grounds or left on any surface that could be burned.
14. **Music and Noise.** Guests must comply with acceptable noise levels as stated by management. The Mudcastle management has the right, without liability, to shut down music if instructions in relation to noise volume are not followed.
15. **Children.** Children must be supervised at all times by parents or other guests.
16. **Pets.** Pets are not permitted at The Mudcastle.
17. **Breakages, Loss and Damage.** Significant breakages, loss or damage to items owned by The Mudcastle business or by Kevin and Glenys Johnston personally shall be reimbursed at replacement value and this provision shall extend to any hired items that are, at the time of the function, on The Mudcastle premises.

For the avoidance of doubt, damage includes staining to linen and damage of any surface caused by any substance. These substances include, but are not limited to, food, alcohol, rose petals, massage oil, incense, candle wax and makeup. Loss includes linen, slippers and bathrobes that have been supplied for use during your stay.
18. **Candles and Incense.** Candles and incense sticks must be contained so they do not burn, or drip on, the table linen or other surfaces and must not be left unattended at any time.
19. **Room Servicing and Cleaning.** Privacy for guests staying at The Mudcastle is respected. Daily room servicing and linen changes are not included for multi-night stays but can be arranged if required.

20. **Extra Cleaning.** End of stay cleaning and chambermaiding services are included in the 1 – 6 person and 7 – 16 person rates for hosted accommodation but The Mudcastle reserves the right to charge for additional cleaning time if a significant number of items have not been left in the rooms in which they were originally or if areas have been left unacceptably dirty.
21. **Balance of Payment.** The balance of payment is required on departure from the premises. For corporate clients, a 7 day account may be sent by prior arrangement. The signatories to this contract acknowledge their responsibility to ensure that this clause is complied with in the event that someone else is paying.
22. **Methods of Payment.** Payment may be made by cash, Eftpos, Mastercard or Visa. There is a 3.5% surcharge payable on credit card transactions. Direct credit payments should be made to The Mudcastle's bank account at Kiwibank, Nelson 38-9009-0308424-00.
23. **Guest Check-in and Check-out.** Check-in for hosted accommodation guests is 4 pm and check-out is 10 am. **It is the responsibility of the person making the booking to ensure that everyone in the group is advised that access to the property is strictly from 4pm. No exception will be made if guests ignore this requirement and turn up earlier than 4pm.**

A later 12 noon check-out may be possible but this is subject to other booking commitments and is only possible by prior agreement with The Mudcastle.

24. **Additional Guests.** The Mudcastle has four rollaway beds that may be added to certain rooms and further additional guests may be invited just for breakfast provided that prior notice is given. Extra charges will apply accordingly for bed and/or breakfast for each additional guest.

Guests are permitted to bring portacots and highchairs for small children but guests are not permitted to bring caravans, campervans, tents, airbeds etc. on site for additional guests and extra guests may not sleep in cars or vans parked on the property.

I/We confirm that we have read, agree to and have been given a copy of the above terms and conditions.

Signed: _____ **Date:** _____

Name: _____

Address: _____

Email: _____ **Phone:** _____

Credit card details: Name on card: _____

Card number: _____ **Expiry date:** _____

Accommodation date(s): _____