

## TERMS AND CONDITIONS

The terms and conditions below apply to your stay and accommodation at Anglers Lodge Ltd. They must be carefully read and understood.

### YOUR BOOKING WITH ANGLERS LODGE LTD

The person named on the booking invoice is the person liable. You must have read and understood the terms and conditions and by paying the deposit, a binding contract exists. By making the payment you will be deemed to have accepted our quotation invoice and agreed to be bound by our terms and conditions.

### PAYMENT AND DEPOSITS

All rates are GST (15%) inclusive and are in New Zealand Dollars. Bookings are unsecured until a deposit has been paid. Please contact us to discuss any alternative payment method not listed below.

A deposit is required to secure each booking. When booking online you will pay your deposit directly via Anglers Lodge Online Booking and secure Payment Express System. Approved credit cards: VISA, MASTERCARD

If you are unable to use the online booking system or want to book an event, we will help you through the booking process.

#### Bookings

Online, Call or E-mail Office

#### Anglers Lodge

info@anglers.co.nz

(+64) 07 866 8584

#### Check-In 2:00 PM

#### Check-Out 10:00 AM

Early/Late check-in or check-out has to be arranged before arrival - Contact Office

No discount on total amount on early departure.

#### Deposit/Full Payment

Can be completed by Credit Card/Cash

#### Bank Transfers - Deposit

Please ensure you use a reference to allow us to identify the payment

**Ref:** Booking ID and Arrival date

BNZ - Anglers Lodge Ltd

0203 04 0037312 000

#### NOTE

Full payment for Camping/sites on arrival.

### EVENTS

If you want to book an event such as wedding, fishing competition or other group activities. Please call or e-mail office to make an enquiry.

### CONFIRMATION OF BOOKING

After booking your accommodation with Anglers Lodge you will get a Confirmation Invoice/Letter with deposit and Invoice details. Note: If you do not pay the deposit you may risk losing your booking.

### REFUNDS

Refunds are provided in line with our cancellation policy. Refunds are processed back to the original method of payment i.e. credit card or bank account. We only refund back to the person or persons who made the payment.

## CANCELLATION POLICY

You may have to cancel your booking, do so at any time either by phone or e-mail to Anglers Lodge office. Cancellation will be effective the day it is received by us.

- + 1 Month Notice = Deposit refunded less booking fee of \$20
- - 1 Month Notice = Non-refundable unless the site/cabin/unit is relet then booking fee only applies
- No-Show = We have the right to charge for the full stay

We reserve the right to make any changes to, or cancellation of, your accommodation, that we deem necessary, at any time. These may be caused by, but are not limited to Technical problems, behavioural problems or damage to units/cabins.

## CREDIT CARDS

Anglers Lodge accept Visa & Mastercard and use Payment Express as our secure payment provider Online. Anglers Lodge does not store your credit card details, they are retained by our provider and relate to your invoice with us. Following provision of our services, we reserve the right to obtain any unpaid monies using the Payment Express system.

When you book with Anglers Lodge via our website we are not party of the full credit card details. Should you provide your credit card numbers to us by phone they will be immediately entered into Anglers secure online system, managed by Payment Express, and are only accessible for payment, fees or refund of your invoice.

## ANGLERS LODGE AND ALCOHOL CONSUMPTION

Anglers Lodge is an Off-License, Family Holiday Park and we will not accept any excessive drinking. Responsible drinking at all times, applies charter, lodge ground and accommodation.

We reserve the right to charge fees or prohibit people returning to the lodge if an unreasonable amount of alcohol is consumed or people become unruly or uncooperative.

## DAMAGE TO OUR UNITS AND CABINS

The customer on the booking invoice is liable to pay costs, as determined by Anglers Lodge for any accidental or deliberate damage, caused by you/someone in your party or any visitors of yours.

- A cleaning fee of \$200 applies if we are unable to rent out the unit/cabin due to damage or extra cleaning for non-responsible drinking activities.

- **NO SMOKING** Inside/near open windows and doors of cabins/units or where signage is displayed. In the event someone has smoked in rooms or designated areas the cleaning fee in sanitising these will be charged from the customer on the booking invoice.

- If Objects are removed/stolen from the cabins/units/lodge, we will directly take action and charge the amount determined by us, from the registered credit card.

## DEPARTURE UNITS AND CABINS

Wash up all your dishes before departure. A cleaning fee applies for leaving dirty dishes behind. Disposal of rubbish and recycling in allocated bins in the units/cabins or to any of the recycling stations.

## VISITORS

Please advise if you are expecting visitors. A charge of \$10/person applies. Any charge for visitors if not paid by them will be your responsibility. Visitors to leave the premise by 10:00 PM and vehicles to be parked outside the lodge at Peak Season.

## NOISE

Noise to a minimum between 10:00 PM-7:00AM. Consideration must be shown at all times to other guests.

## PARKING

Vehicles to be parked on own site only - not on driveways or neighbours' site. One vehicle or boat per site/cabin/unit during Peak Season - 25 Dec until 31 Jan. Extra parking available during this period. Please advise us before your arrival to make arrangements for boat/trailer storage.

## CAMPING

Caravans/campervans will have to prove of current electrical WOF. Tents if connected to a power supply will have to prove on a transformer or an approved circuit, breaking device or WOF.

## PETS

No pets in cabins/units at all times. Pets allowed in campervans/tents during winter season - 1 May until Labour Weekend.

## PRIVACY POLICY

Your privacy is important to us. This privacy policy is intended to give you confidence in the privacy and security of the personal information we obtain from you. All information collected from you, by us, will remain private and confidential to Anglers Lodge Ltd.

We can use your personal information to allow us to provide our accommodation, send out newsletters and to improve the services we offer. We may occasionally carry out market research and send you details of exclusive Anglers Lodge Ltd offers we think may be of interest to you. If you do not wish to receive such information, please email Anglers office [info@anglers.co.nz](mailto:info@anglers.co.nz) or, alternatively, when we send you an email it will contain a provision for you to opt out of receiving any further information from us.

We may provide information about you to Anglers Lodge staff in order to provide a good stay and service for you. We will not disclose your personal information to any third party unless you have consented to such disclosure or where law requires us to. Should you breach our Terms and Conditions or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, we may disclose your information to a relevant authority. This may include exchanging information with other companies and organizations for the purpose of fraud protection and credit risk reduction. Any disclosure of personal information will be strictly controlled and made fully in accordance with New Zealand law.

## LIMITATION OF LIABILITY

Notwithstanding anything else expressed or implied in these Terms and Conditions and except where a statute requires otherwise, Anglers Lodge Ltd and its contractors shall not be liable whether in contract, tort or otherwise for:

- The death of, or any injury to, a person or persons
- Damage to property
- Any direct, indirect, consequential, financial or economic loss, or damage to property, arising out of any act or omission of Anglers Lodge Ltd or its contractors.

Anglers Lodge Ltd  
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