

DEAL MAKERS & BREAKERS – Terms & Conditions

The **Terms & Conditions** expressed below apply to all South Street West bookings without exception. Please note, bookings may not be made by persons under 18 years of age and persons under 18 years of age staying at South Street West must be accompanied by a parent or guardian.

CANCELLATION POLICY

Individual Bookings – Man Alone

A booking of one studio or apartment is considered an individual booking.

- If you cancel your South Street West booking more than 48 hours before check in, you will not be charged. Accommodation may be charged if the unit cannot be re-let. If you do not arrive for your booking by 6pm on the expected day of arrival and do not give notice, you will be liable for the cost of one night's accommodation.

Group bookings – Two's a crowd

Regardless of the number of guests, a single booking of two or more studios or apartments is classed as a group booking at South Street West.

- If you cancel your booking more than 28 days prior to the check in date, no charges will apply.
- If you cancel your booking within 28 days of the check in date, accommodation may be charged if these units cannot be re-let.

Event Bookings – Fun and Games for all

Events are very common here in the Manawatu so if you are booking for one of the many that are held here each year, the following will apply:

- \$100 per unit per night deposit paid when advised.
- If you cancel your booking within 14 days of check in, your deposit is non-refundable.

General – All together now

- We understand you may need to change the date of your booking and will endeavor to accommodate you on the new date, provided space is available. Please notify us of any changes more than 48 hours before the original date of an individual booking or 28 days in advance of a group booking.
- Any cancellation charges will be processed using the credit card details supplied as confirmation at the time of booking.

CHECK IN / CHECK OUT TIMES – The ins and outs of it all

Check in is available from **2pm** on the date of arrival.

Check out is **10am** on the date of departure.

Early check in / late check out is by prior arrangement only. Thank you for your understanding.

PAYMENT – Talkin' Cash \$\$

A valid credit card number and expiry date **must be provided** at the time of booking. Credit card details are for confirmation purposes only and will not be charged unless you choose to cancel your booking (see cancellation policy above). You may choose to pay via another method upon or before your departure. Full payment for accommodation and any additional services must be processed on or prior to your departure.

All South Street West rates are charged in New Zealand dollars and are inclusive of 15% GST. Overdue/recovery charges may be incurred if your account is not paid on time and in full. Groups and sports

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teams may discuss special payment options with management and any exceptions will be dealt with on a case-by-case basis.

VISITORS – Mates of mates

Visitors are not permitted in South Street West studios or apartments after 10pm. The registered guest accepts responsibility for any damage to rooms or property caused by visitors.

SMOKING – Taking it outside

All South Street West studios and apartments are strictly smoke and vape free areas. If you do smoke or vape inside you will be charged appropriate cleaning/deodorizing costs (a minimum of \$350 to cover loss of income). Please adhere to areas that smoking is strictly prohibited. In need please ask at Reception. Thanks!

DAMAGE & BEHAVIOUR – Control yourself

The registered guest is responsible for the actions of all persons/visitors using the booked studio/apartment/s for the duration of their stay. All deliberate or reckless acts resulting in loss or damage to South Street West rooms or property, or loss of income, will be charged to the registered guest.

KITCHEN CLEANLINESS – Cooking up a storm

South Street West discourages the cooking of strong-smelling foods, and guests are required to clean up any messes or spills that occur whilst cooking. If any units cannot be re-let due to cooking smells or damage, appropriate cleaning and/or deodorizing charges will apply.

POINTS TO NOTE – aka the fine print

- Verbal quoted rates are estimates only and subject to change until written/email confirmation is provided.
- South Street West management reserves the right to reject any bookings and refuse entry to any guests at their discretion.
- No pets are permitted in South Street West studios or apartments at any time.
- You are welcome to use the South Street West BBQ and BBQ area but you do so at your own risk. Please show consideration for fellow guests by cleaning the BBQ after use.

FORCE MAJEURE (French for “greater force”) – a little bit of doom and gloom sorry

On January 9th 2020 when WHO (World Health Organisation) announced a mysterious Coronavirus-related pneumonia in Wuhan, China, the world changed drastically, and we have been made ever more aware of what it is like to live through a pandemic amongst other natural and non-natural disasters which have followed. Our T&C's have been amended to include this section around Force Majeure (French meaning “greater force”).

Manawatu District Council will not be in breach of this Agreement and will not have any liability to you whatsoever in respect of your booking if it is prevented from complying with any of its obligations under these Terms & Conditions by reason of Force Majeure.

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As the title states, Force Majeure means any act, event or circumstance beyond the reasonable control of Manawatu District Council – a greater force - which has a substantial impact on South Street West and/or the tourist and/or hotel/motel/holiday inn industry in the geographical market in which South Street West operates.

These acts could include (without limitation) things like casualties, war, rebellion, revolution, blockades, riots, insurrection, strikes, lockouts, labour or industrial problems, civil unrest, embargoes, domestic or international disturbance, acts of terrorism, outbreak of disease, virus, pandemics (thanks COVID19 ☹️) or epidemics, world and/or regional health threads, loss or substantial reduction in major airline services, governmental actions or delays, fire, hurricanes, earthquakes, storms, floods, tsunamis and other natural catastrophes or severe weather conditions or acts of God, travel or health advisories, orders or recommendations issued by any relevant government authorities or international bodies or agencies, or damage or destruction occurring at South Street West.

In the event of Force Majeure, Manawatu District Council and/or the Management of our motel have the right to immediately terminate your booking at South Street West and would refund you any deposits paid as your sole remedy.

Fingers crossed this clause just stays sitting here where it's supposed to be, and not have to ever be referred to again 🙏.

FEED IT BACK

We want to know what you want from us – by letting us know directly we can ensure that South Street West continues to be **The motel that knows where it's at!**

Are we hitting the mark – how was your stay with us? We love hearing things straight from the horse's mouth. We strive for excellence in all we do, so if a problem does occur please let us know as soon as possible so we have the opportunity to put it right.

Call us, email us: info@southstreetwest.co.nz or chat to us at any time during your stay.

Thanks for keeping it real - Cheers!