



www.masterton-motorlodge.co.nz

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Masterton Motor Lodge Accommodation Conditions and Cancellation Policy

Please review the following terms and policies for accommodation:

Cancellation/Refund Policy

A credit card number is required to secure all bookings. If a credit card is not available, then a deposit equivalent to one night's accommodation is required to secure your booking. If you do not cancel your booking with us and you fail to arrive, we will debit your card for one night's accommodation, or retain your deposit.

The following conditions apply to this:

A full refund (or no penalty incurred) if at least 48 hours notice of cancellation for accommodation is provided.

For cancellations within 48 hours, one night's accommodation will be charged. A refund may be given if the room is re-sold (at management's discretion).

Peak Period / Minimum Stay / Special Event Weekend Criteria

We reserve the right to accept reservations that are subject to a minimum stay over peak periods or 'Special Event Weekends'. A request to reduce the length of stay on an existing reservation may result in the reservation no longer being accepted. Reservations for peak period / minimum stays / special event weekends require a minimum of 14 days cancellation notice. A request to reduce the length of stay after check in will result in full payment being required. A refund may be given if the room is re-sold (at management's discretion).

Group Bookings

Group bookings require payment of one night's accommodation at the time of reservation. Group bookings are required to give 30 days minimum notice to avoid forfeiture of your deposit.

Check in/Check Out Policy

Check in time is 2pm on the day of arrival and check out is prior to 10am on the day of departure. Early check in and/or checkout is by arrangement only. Please take note of office hours if you intend to leave early, as it may be best to check out the night before.



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General Rules

All our units are designated Non Smoking. If you do smoke in your unit, then you may be charged appropriate cleaning and loss of income charges. We have accessible areas outside your unit in which smoking is accepted. We ask that you close doors to prevent smoke entering your room.

Visitors are permitted at the management's discretion. Please have the courtesy to advise reception if you intend having visitors. The pool and other recreation areas are available for our paying guests. A fee may be paid for visitors using our facilities i.e., pool, spa, and other equipment.

Nasty odours or damage to carpet/chattels in rooms may incur an extra cleaning charge of one nights' accommodation, and/or full or part payment of repair costs. We reserve the right to debit your credit card should such charges be necessary.

There will be no reductions for late arrivals, early departures, temporary absences or for meals that have been booked and not taken.

Parents are responsible for their children at all times.

Vehicles parked on Masterton Motor Lodge premises are left at owner's risk. We strongly advise that cars are locked and no personal items be left in your vehicles over night as this may attract thieves.

We ask guests to keep noise levels within reasonable limits and be considerate of our other guests. Management reserves the right to request high levels of noise or offensive behaviour to cease and to seek assistance if necessary. Management is required by law under our liquor license to be responsible hosts.