

General Terms and Conditions of Your Booking and Stay

Check-in Requirements

- A **valid credit card** and **photo ID** are required at check-in.
- We reserve the right to **pre-authorise or validate your credit card** for the total booking amount.
- The **minimum check-in age is 18 years**.
- Children **under 14 years** must not be left unattended in the room.

Payments

- Full payment is required **in advance or at check-in**.
- Payment is processed on the **morning of arrival** using the credit card provided.
- A **2.8% credit card surcharge** applies to all card payments.

Check-in & Check-out

- **Check-in:** 2:00pm – 8:00pm
- **Check-out:** By 10:00am
- Late check-out is subject to availability.
 - Unarranged late check-out: **\$30 for the first hour (or part thereof)**
 - Thereafter, a **full night charge** applies
- **Reception hours:** 8:00am – 8:00pm

Parking

- Vehicles are parked **at the owner's risk**.
 - Anika Motel accepts no responsibility for loss or damage to vehicles.
 - Visitors may not park on-site without prior approval.
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Cancellation Policy

Standard Bookings

- Free cancellation up to **7 days before check-in**
- Cancellations after this period incur a **one-night charge**
- Cancellations within **24 hours of check-in** incur **full charges**

No-Show Policy:

If the guest does not arrive by **8:00pm** and has not notified us of a late arrival, the booking will be treated as a **no-show**, charged in full, and remaining nights cancelled.

Non-Refundable Bookings

No refunds apply for cancellations, modifications, or no-shows.

Group Bookings (2 or more rooms)

- Free cancellation up to **14 days before check-in**
- Thereafter, a **one-night charge** applies
- Cancellations within 24 hours incur **full charges**

Public Holidays & Peak Periods

During long weekends and festive periods (e.g. Labour Day, Christmas, New Year, Easter), a **minimum 14-day cancellation period** applies to all bookings.

Special Circumstances

In cases of unforeseen emergencies (e.g. medical issues or natural disasters), please contact us directly on **03 925 7688** or **info@anikamotel.co.nz**. Flexibility may be considered on a case-by-case basis.

How to Cancel Your Booking

1. Log in via **anikamotel.co.nz**
2. Email **info@anikamotel.co.nz**
3. Call **+64 3 925 7688**
4. Please quote your reservation number
5. Third-party bookings are subject to their provider's policies

Refunds

Approved refunds are processed back to the **original payment method**.

Modifications

Booking changes are subject to availability and may incur additional charges. Please contact us **at least 14 days in advance**.

House Rules

- Please keep noise to a respectful level. **No loud music or parties after 10:00pm.**
- Guests are asked to wash their dishes after use.
- Any damage to property will be charged to the guest's credit card.

- BBQs must be cleaned after use.

Servicing

- Rooms are serviced **every second day** (rubbish removal and condiment refills).
- Milk is provided **for the first night only**.
- Fresh towels are supplied when used towels are left in the shower.
- Full clean and linen change provided on the **fourth day**.
- Rooms can only be serviced when guests are **out of the unit**.

Guests & Visitors

- Only **registered guests** are permitted in rooms after **11:00pm**.
- Unregistered guests incur a **\$30 per person, per night charge**.
- Children under **1 year stay free**.
- Visitors may not park on-site without approval.

Keys & Lost Property

- Lost key fee: **\$50**
- If keys are returned, **\$30 will be refunded** (less \$20 processing fee).
- Lost items are held for **7 days**. Return can be arranged with a prepaid courier.

Behaviour

Rude, disruptive, or intimidating behaviour will not be tolerated and may result in eviction without refund. Please raise concerns with management directly so we can resolve them promptly.

Additional Notes

- Motel facilities are for **registered guests only**.
- Shoes and suitcases must not be placed on beds.
- Excessively dirty footwear must be left outside. Carpet damage will be charged.
- WiFi is unlimited. Guests are responsible for lawful internet use and compliance with all NZ laws.

Thank you for choosing Anika Motel.

We look forward to welcoming you and hope you enjoy a comfortable and pleasant stay.

For enquiries, contact **+64 3 925 7688** or **info@anikamotel.co.nz**.