



WHAREKAUHAU

PALLISER BAY EST. 1844

Terms & Conditions

ADDITIONAL GUESTS

- Offsite guests can join Staying guests for pre-dinner drinks & Dinner at a rate of \$295.00 including GST.
- The lodge must be informed at least 72 hours prior, and attendance will be subject to availability.

DEPOSIT POLICY

- A deposit of 50% of accommodation is payable at the time of confirmation. year-round.
- Deposit terms differ for the following:
 - Leisure Bookings: 1–4 cottages
 - Group Bookings: From 5 cottages
 - Exclusive Use / Buyouts
- Group bookings of 11 or more cottages require exclusive use of all 16 cottage suites, with a separate deposit and cancellation policy.
- A valid credit card must be provided as a guarantee for each reservation. If one cannot be supplied, then full prepayment must be made at time of confirmation.

COMMERCIAL USE

Guests may not conduct commercial activities or activities for profit without prior written consent from the General Manager. This includes, but is not limited to, product placement or filming for commercial use.

HOLD & WAITLIST POLICY

- Room holds are valid for 48 hours from the time of request. If not confirmed, the room will be automatically released, and notification will be sent by email.
- If another guest is ready to confirm while a room is on hold, the original hold will have 2 hours to confirm, or the room will be released.
- Bookings made within 48 hours of arrival must be confirmed within 2 hours.
- Wharekauhau Country Estate does not operate a waitlist, except for bespoke events and during the Summer Peak Season

PAYMENTS DETAILS & FEES

- A 2.8% surcharge applies to all credit card transactions.
- Bank charges are the responsibility of the guest and must be settled so that the full invoiced amount is received.
- Cheques are no longer accepted as payment.

PROPERTY CLOSURE

Weekly Closure (yearly in winter):

- Dates: 1st May - 31st October
- Days Closed: Every Tuesday and Wednesday
- Note: The lodge remains available for group inquiries and buyouts during these days.

Annual Closure:

- Dates: 5th July - 2nd September 2026 (inclusive)
- Reopening Date: 3rd September 2026



RELAIS &
CHATEAUX



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MINIMUM NIGHT STAYS / NO ARRIVAL DATES

A minimum 2-night stay applies for the below dates.

- EASTER WEEKEND – 03-06 April 2026
- ANZAC WEEKEND – 24-27 April 2026
- KINGS BIRTHDAY WEEKEND – 29 May-1 June 2026
- LABOUR DAY WEEKEND – 23-26 October 2026
- FESTIVE SEASON– 15 Dec - 3Jan 2027
- EASTER WEEKEND – 26-29 March 2027

No arrivals are accepted on :

- Christmas Day (25 Dec)
- Boxing Day (26 Dec)
- New Year's Day (1 Jan)

CANCELLATION POLICY

STANDARD CANCELLATION POLICY

- Outside of 31 days: No charge
- 30-14 Days: 50% charge
- Inside 14 Days: 100% charge

FESTIVE SEASON (15th December 2026 to 4th January 2027)

- Before 1 September: No charge
- From 1 September to arrival date: 100% charge

GROUP CANCELLATION POLICY (from 5 or more cottage suites)

- Outside 180 days: No charges
- 181 - 90 days: 25 % cancellation fees
- 89 - 45 days: 50 % cancellation fees
- Within 44 days: 100 % cancellation fees

NO-SHOW

Failure to arrive by 12 midnight on the scheduled check-in date, without prior notice, will be treated as a no-show and charged in full.

AMENDMENTS TO BOOKINGS

- Reservation changes are subject to availability.
- Date changes requested within the penalty period may incur additional charges and are subject to the same timelines as the cancellation policy.

REFUND

- Credit card processing fees (2.8%) are non-refundable.
- Refunds are processed in New Zealand Dollars (NZD). Currency fluctuations may result in a different amount than originally paid; Wharekauhau Country Estate accepts no liability for these variations.
- Any bank processing fees during the refund process are the responsibility of the guest.
- Refunds are processed within **14 business days** of approval.

