



WHAREKAUHAU

PALLISER BAY EST. 1844



Terms & Conditions

Information to help you prepare for your stay

Thank you for choosing Wharekauhau Country Estate.

These Terms & Conditions are designed to provide clarity around your reservation and help ensure a seamless experience from booking through to departure.

Should you have any questions, our Reservations Team will be delighted to assist.

Reservations

Rates

- All rates are quoted in New Zealand Dollars (NZD) and include Goods and Services Tax (GST) unless otherwise stated.
- Rates, packages and inclusions are subject to change without notice until a reservation has been confirmed.
- Non-staying guests can join onsite guests for pre-dinner drinks & Dinner at a rate of \$325.00 including GST.
- The lodge must be informed at least 72 hours prior, and attendance will be subject to availability.

Deposit

Unless otherwise advised in writing, a deposit of 50% of the total reservation value is required at the time of confirmation.

Deposit requirements vary depending on the reservation type and will be confirmed at the time of booking.

Reservation types include but are not limited to:

- Leisure Bookings (1–4 Cottage Suites)
- Group Bookings (5 or more Cottage Suites)
- Exclusive Use / Buyouts

Payment

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.
- Unless otherwise agreed in writing, all outstanding balances must be settled prior to arrival.

Stay restriction

Minimum stay requirements and arrival restrictions may apply during public holidays, long weekends, festive periods and special events. These will be advised at the time of booking.

Room Holds

- 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.

Amendments

Requests to amend a reservation are subject to availability and cannot be guaranteed. Amendments requested within the applicable cancellation penalty period may incur additional charges and will be assessed in accordance with the cancellation policy.

Property Closure

Wharekauhau Country Estate may operate seasonal closure periods, weekly closure days or temporary closures for maintenance, operational requirements or private events. Closure periods are published on our website and advised at the time of booking.

Annual closure dates vary each year and will be published on our website.

Third party suppliers

Experiences and transfers provided by third-party operators are subject to the operator's own terms and conditions.

Governing law

These Terms & Conditions are governed by the laws of New Zealand.

During your stay

Children

Children are welcome. Certain experiences have minimum age requirements and adult supervision may be required.

Pets

Pets are not permitted unless agreed in writing.

Smoking

Smoking and vaping are prohibited inside all buildings and Cottage Suites. Additional cleaning or damage charges may apply where this policy is breached.

Activities

Activities and experiences are subject to availability, weather conditions and operational requirements. Individual experiences may be subject to specific participation requirements, cancellation terms, minimum age restrictions and safety conditions, which will be advised at the time of booking or confirmation.

Medical fitness

Guests are responsible for ensuring they are medically fit to participate in any activity they choose to undertake. Any relevant medical conditions, injuries or mobility limitations should be disclosed prior to participation.

Alcohol & Drug Policy

For the safety of all participants, guests taking part in adventure or sporting activities must not be under the influence of alcohol, recreational drugs or any substance that may impair judgement or physical ability. Wharekauhau Country Estate reserves the right to refuse participation where a guide or staff member believes a guest may be impaired. No refund will be provided where participation is refused for safety reasons.

Participation

Wharekauhau Country Estate reserves the right to refuse or discontinue participation in any activity where, in the reasonable opinion of our staff, it would be unsafe to continue due to weather conditions, guest behaviour, impairment, unsuitable clothing, equipment misuse or failure to follow safety instructions.

Photography and Commercial Use

Commercial photography, filming, drone use and any activities conducted for commercial purposes require prior written approval from the General Manager. This includes, but is not limited to, product placement, promotional content and commercial filming.

Damage

Guests are responsible for any loss or damage caused to Wharekauhau property beyond reasonable wear and tear. Repair or replacement costs may be charged to the guest.

Privacy

Personal information is handled in accordance with our Privacy Policy available on our website.

Right to refuse service

Wharekauhau Country Estate reserves the right to refuse accommodation or remove any guest whose behaviour is unsafe, unlawful or unreasonably disruptive. No refund will be provided where accommodation is terminated due to a serious breach of these Terms & Conditions.

Liability

To the fullest extent permitted by New Zealand law, Wharekauhau Country Estate accepts no responsibility for loss, theft or damage to guests' personal belongings.

Cancellation, Refunds and Travel

Standard Reservations

- Reservations cancelled 31 days or more prior to arrival incur no cancellation fee.
- Cancellations made between 30 and 14 days prior to arrival will incur a cancellation fee of 50% of the total reservation value.
- Cancellations made within 14 days of arrival, including no-shows, will incur a cancellation fee of 100% of the total reservation value.

Festive Season

- Festive Season cancellation terms apply to reservations between 15 December and 4 January each year, unless otherwise advised at the time of booking.
- A Minimum stay of 2 nights apply during the Festive Season.

Group Reservations

- Reservations for five or more Cottage Suites cancelled 181 days or more prior to arrival incur no cancellation fee.
- Cancellations made between 180 and 90 days prior to arrival will incur a cancellation fee of 25% of the total reservation value.
- Cancellations made between 89 and 45 days prior to arrival will incur a cancellation fee of 50% of the total reservation value.
- Cancellations made within 44 days of arrival, including no-shows, will incur a cancellation fee of 100% of the total reservation value.

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.

Refunds

- Credit card processing fees (2.8%) are non-refundable.
- Refunds will be processed in New Zealand Dollars (NZD), and Wharekauhau Country Estate accepts no responsibility for any loss resulting from exchange rate fluctuations.
- Any bank processing fees associated with a refund are the responsibility of the guest. Approved refunds will be processed within 14 business days.
- Refunds arising from a Force Majeure event will be managed in accordance with the Force Majeure policy.

Force Majeure

Where events beyond our reasonable control prevent Wharekauhau Country Estate from providing the booked accommodation, we will endeavour to offer an appropriate alternative, which may include rescheduling, a credit or, where appropriate, a refund.

Where the property remains operational but guests are unable to travel due to circumstances beyond our control, we recommend claiming through comprehensive travel insurance.

Travel Insurance

We strongly recommend purchasing comprehensive travel insurance covering cancellation, travel disruption, medical expenses and other unforeseen circumstances.

Severability

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.