



TERMS AND CONDITIONS – HOSTED ACCOMMODATION

- 1. Exclusive Hire Policy.** All self-catering accommodation bookings reserve The Mudcastle exclusively ie. no other bookings are taken. The accommodation is charged at either the 1 – 6 person rate (with a maximum of 4 rooms or suites used) or the 7 – 16 person rate (with up to 8 rooms or suites used).
- 2. Deposit Policy.** Accommodation deposit and payment policies vary between online accommodation booking websites. A valid credit card number (to be used in case of incidentals) is required at the time of confirming the booking.
- 3. Cancellation Policy.** Cancellation of an accommodation booking must be received in writing. Cancellation policies may vary between online accommodation booking websites but cancellations within 24 hours of the stay generally incur a 50% penalty and no shows, 100%.
- 4. External Service Providers.** If external services eg. flowers, massage, tours and activities etc. have been organised from external suppliers, payment in full for these services is required in advance.
- 5. Additional Guests.** In the event that additional beds are required, The Mudcastle has three rollaway beds that may be added to certain rooms by prior arrangement. An extra charge will apply for each additional guest.
- 6. Fluctuating use of rooms during multi-night bookings.** Guests booking under the 1 – 6 person rate (maximum 4 bedrooms) may transition to the 7 – 16 person rate (up to 8 bedrooms) for any night(s) during their stay for which additional rooms are required. For groups booking a multiple night stay under the 7 – 16 person rate (up to 8 bedrooms), there is no price reduction in the event that some rooms are not used on some nights of the booking.
- 7. Contract Tracing.** A full list of guests staying in each room and accurate contact details for each person will be provided to The Mudcastle management. This information will not be used by The Mudcastle for marketing purposes.

- 8. Guest Check-in and Check-out.** Check-in for Hosted Accommodation guests is 4 pm and check-out is 10 am. Earlier access to the accommodation and 12 noon check-out may be possible but this is subject to other booking commitments and is only possible by prior agreement with The Mudcastle. Extra charges may apply if additional staff have been required to manage a faster room turnaround to accommodate an early check-in request.

A compendium of important information for Hosted Stays will be provided.

- 9. Meals.** Breakfast is supplied and served by The Mudcastle for Hosted Stays. Other meals may be provided by prior arrangement but if access to the Kitchen is required, clients must book the accommodation on a Self-Catering basis.

- 10. Special diets.** Special diet requirements must be advised prior to arrival and may incur a special charge.

- 11. Alcohol Policy.** The Mudcastle's primary business activity is as a Fully Licensed function venue. However, BYO in limited quantities is permitted for Hosted Accommodation bookings and this concession is granted on the proviso that guests do not behave in any way that would jeopardise the liquor licence for The Mudcastle business.

- 12. Laundry.** Laundry facilities are available for use by Hosted Accommodation guests for a small charge.

- 13. Telephone and Wi-Fi.** Wi-Fi is supplied at no charge. Any toll and/or cell phone calls made from the landline phone during a self-catering stay will be charged as an incidental.

- 14. High Heels.** Heel protectors must be worn on all shoes with heels of 2cm diameter or less to prevent causing damage to our clay and timber floors. All members of the group must be advised of this requirement prior to arriving. In the absence of suitable heel protectors, shoes with fine heels as described must be removed before entering the Castle. Any repair cost for damage resulting from a failure to adhere to this essential requirement will be charged to the client.

- 15. Smoking.** A no smoking policy is observed inside The Mudcastle. Windows and doors must be closed if guests are smoking directly outside on decks and patios. As special cleaning is required to remove contaminant odours from smoking, a \$200.00 +GST cleaning fee per room will be charged to the client if this request is ignored.

- 16. Fireworks and Confetti.** Confetti and fireworks are not permitted. An exception is made for hand-held sparklers on the proviso that clients ensure they are not discarded in the grounds or left on any surface that could be burned.

- 17. Braziers and Outdoor Fires.** Permits from the Rural Fire Service are required for any proposed outdoor fire. These can be arranged but outdoor fires must only be lit when the necessary prior arrangements have been made.

- 18. Music and Noise.** Hosted Accommodation guests must comply with acceptable noise levels at all times. The Mudcastle management has the right, without liability, to

shut down music if complaints have been received and/or if instructions in relation to noise volume are not followed and/or behaviour is such that the Owners are concerned.

19. Children. Children must be supervised at all times by parents or other guests.

20. Pets. Pets are not permitted at The Mudcastle.

21. Breakages, Loss and Damage. Breakages, loss or damage to items owned by The Mudcastle business or by Kevin and Glenys Johnston personally shall be reimbursed at replacement value and this provision shall extend to any hired items that are, at the time of the function, on The Mudcastle premises.

For the avoidance of doubt, damage includes staining to linen and damage of any surface caused by any substance. These substances include, but are not limited to, food, alcohol, rose petals, massage oil, incense, candle wax and makeup.

22. Candles and Incense. Candles and incense sticks must be contained so they do not burn, or drip on, the table linen or other surfaces and must not be left unattended at any time.

23. Room Configuration. Additional charges apply for altering the normal bed configurations in rooms.

24. Room Servicing and Cleaning. Privacy for Hosted Accommodation guests is respected. Daily servicing of rooms and linen changes are not included for multi-night bookings but can be arranged if required.

25. Extra Cleaning. End of stay cleaning and chambermaiding services are included in the Hosted Accommodation rate but The Mudcastle reserves the right to charge for additional cleaning time if a significant number of items have been moved to other rooms by guests or if areas have been left unacceptably dirty.

26. Balance of payment. The balance of payment for Hosted Accommodation stays is required on departure from the premises. For corporate groups, a 7 day account may be sent by prior arrangement. The signatories to this contract acknowledge their responsibility to ensure that this clause is complied with.

27. Methods of Payment. Payment may be made by cash, Eftpos, direct credit bank transfer, Mastercard or Visa. There is a 3.5% surcharge payable on credit card transactions. Direct credit payments should be made to The Mudcastle's bank account at Kiwibank, Nelson, 38-9009-0308424-00.

28. Return of keys and alarm remote. In the event that a door key and security alarm remote has been issued to a Hosted Accommodation guest group, these items must be returned on departure. Failure to return these items will result in a charge for the cost of a lock change for all exterior doors and a replacement alarm remote.

I/We confirm that we have read, agree to the above terms and conditions.

Signed: _____ **Date:** _____

Name: _____

Address: _____

Email: _____ **Phone:** _____

Credit card details: Name on card: _____

Card number: _____ **Expiry date:** _____

Accommodation date(s) in and out: _____