



TERMS AND CONDITIONS – HOSTED B & B ACCOMMODATION

- 1. Exclusive Hire Policy.** All Hosted B & B accommodation booking clients reserve The Mudcastle exclusively ie. no other booking is taken at the same time. Hosted Accommodation generally forms part of a wedding or function booking at The Mudcastle. The accommodation is available to be booked pre and/or post function on a hosted basis at one set rate for 1 – 16 persons using up to 8 rooms in the normal bed configuration.
- 2. Covid-19 Contract Tracing.** A full list of guests staying in each room and accurate contact details for each person must be provided to The Mudcastle management together with a declaration that no guest has travelled from inside a region with border restrictions without a valid pass. Additionally, a commitment is required from the Hosted Accommodation stay organiser that all guests will be advised not to come if they are feeling unwell. The contact information will not be used by The Mudcastle for marketing purposes.
- 3. Confirmation of booking, Deposit Policy and Balance of Payment.** A Hosted Accommodation booking is confirmed by payment of the required deposit and the signing and returning of this completed contract which includes the provision of a valid credit card number (to be used in case of incidentals). **It should be noted that dates will remain available on online travel agency websites until such time as these 2 steps have been completed.**

As Hosted Accommodation generally forms part of a wedding or function booking at The Mudcastle, the deposit amount will combine both aspects and be advised by The Mudcastle on a case-by-case basis.

The balance of payment for Hosted Accommodation (whether it forms part of a wedding or function booking or not) is required no later than one month prior to the booking start date. The signatories to this contract acknowledge their responsibility to ensure that this clause is complied with if someone else is paying.

- 4. Cancellation and Refund Policy.** Cancellation of a Hosted Accommodation booking must be received in writing. Cancellations of Hosted Accommodation bookings within 28 days of the stay incur a 50% penalty and no shows, 100%. Hosted

Accommodation bookings may be postponed and re-booked on another date without penalty.

If the reason for cancellation is a Covid-19 Alert Level change, and postponement/re-booking is not possible, a special refund will be determined by The Mudcastle on a case-by-case basis.

5. **External Service Providers.** If external items and/or services eg. flowers, massage, tours and activities etc. have been organised by The Mudcastle management from external suppliers for Hosted Accommodation guests, payment in full for these items and/or services is required in advance of the booking.
6. **Catering.** Hosted Accommodation rates for post-function stays include a full continental and cooked breakfast for all in-house guests. Hosted rates for pre-function stays include a full continental breakfast for all in-house guests.

Additional catering such as dinner or picnic lunches may be possible provided that prior arrangements have been made. Self-catering is not possible for hosted stays and it is expected that the Owners' kitchen and areas designated as 'Private' are respected during your stay.

Special diet requirements must be advised prior to a Hosted Accommodation stay and may incur an additional charge.

7. **Alcohol and Drug Policy.** The Mudcastle is a Fully Licensed function venue and prior agreement will be required concerning Bar services for Hosted Accommodation guests if the accommodation does not form part of an on-site Wedding or Function booking.

Under no circumstances may illegal drugs be brought onto or consumed on The Mudcastle property.

8. **Laundry.** Laundry facilities are available for Hosted Accommodation guests and will be charged on use.
9. **Telephone and Wi-Fi.** Hosted Accommodation guests may make toll and cell phone calls from our landline on request and this use will be charged. Wi-Fi is supplied at no charge.
10. **High Heels.** Heel protectors must be worn on all high heeled shoes likely to cause damage to our paths and patio surfaces and our clay and timber floors or shoes must be removed when inside. Any repair cost for damage resulting from a failure to adhere to this requirement will be charged to the client.
11. **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.
12. **Fireworks, Glitter and Confetti.** Confetti, glitter 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.

- 13. Music and Noise.** Guests must comply with acceptable noise levels as stated by management. The Mudcastle management has the right, without liability, to shut down music if instructions in relation to noise volume are not followed.
- 14. Children.** Children must be supervised at all times by parents, specified guardian or other guests. Young children are not permitted to play the Bernstein baby grand piano or play with the plaster medieval chess set in the Lounge.
- 15. Pets.** Pets are not permitted at The Mudcastle.
- 16. Breakages, Loss and Damage.** Significant 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. Loss includes linen, slippers and bathrobes that have been supplied for use during your stay.
- 17. 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.
- 18. Bed Configuration.** If the normal bed configuration in rooms is required to be changed for any guest for any reason by either splitting beds or adding a foldaway bed, additional charges apply.
- 19. Room Servicing and Cleaning.** Privacy for Hosted Accommodation guests staying at The Mudcastle is respected. Daily room servicing and linen changes are not included for multi-night stays but can be arranged if required.
- 20. Extra Cleaning.** End of stay cleaning and chambermaiding services are included in the rate charged for Hosted Accommodation but The Mudcastle reserves the right to charge for additional cleaning time if a significant number of items have not been returned to the rooms in which they were originally or if areas have been left unacceptably dirty.
- 21. Methods of Payment.** Payment may be made by cash, Eftpos, 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.
- 22. Hosted Accommodation Guest Check-in and Check-out.** Guest check-in to Hosted Accommodation is strictly from **4pm**.

It is the responsibility of the person making the booking to ensure that everyone in the group is advised that access to the property is strictly from 4pm. Due to Covid-19, no compromise can be made on the time required to

complete a full chambermaiding turnover, between guest clean and ventilation of all rooms of The Mudcastle so no exception will be made if Hosted Accommodation guests ignore this requirement and turn up earlier than 4pm expecting to check-in.

Check-out for all Hosted Accommodation stays is **10am**. A late check-out of 12 noon may be possible subject to other booking commitments but this is at the sole discretion of The Mudcastle management and must be agreed with The Mudcastle in writing prior to the Self-catering Accommodation stay.

23. Additional Guests. The Mudcastle has four foldaway beds that may be added to certain rooms by prior arrangement. These additional beds will be charged on a per night basis and the rate charged will include breakfast. See clause 6. **Catering** for breakfast details. Hosted Accommodation guests may invite additional guests for breakfast provided that prior notice is given. Breakfast charges will apply for each additional guest.

Hosted Accommodation guests are permitted to bring portacots and highchairs for small children but are not permitted to bring caravans, campervans, tents, airbeds etc. on site for additional guests and extra guests may not sleep in cars or vans parked on the property.

I/We confirm that we have read and 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): _____