

## SKYCITY Hotel and Grand Hotel booking terms and conditions

### Cancellation Policy:

Cancellations or changes made to a booking after 6pm (NZ local time) on the day before arrival will incur a one night's cancellation fee equal to one night's accommodation at your confirmed average daily room rate.

### Guarantee Policy:

All reservations must be guaranteed with a credit card/ IATA at time of booking. Please note, the credit card provided is used to guarantee the booking only, payment will not be taken from this credit card.

### Terms & Conditions:

By submitting a booking on this website, you agree to the following SKYCITY Grand Hotel and SKYCITY Hotel – Terms and Conditions of Booking:

1. To cancel your booking, please contact our Reservations Team by return email or by calling +64 9 363 6000. Cancellations or changes made to a booking after 6pm (NZ local time) on the day before arrival will incur a one night's cancellation fee equal to one night's accommodation at your confirmed average daily room rate.
2. Amendments may be made through the online booking system. If you are unable to make your required amendments online, please call SKYCITY directly. The original average daily room rate is not guaranteed and may be subject to change when amending a booking.
3. Advance purchase bookings: Notwithstanding the cancellation and amendment terms set out above, advance purchase bookings are not refundable and bookings may not be modified. If you depart early, cancel or fail to honour your booking for any reason, you will not receive any credit or refund. Your credit card will be charged upon booking for your entire stay.
4. Persons under 18 years of age must be accompanied by an adult when staying at SKYCITY. By submitting a booking on this website, you warrant that at least one of the guests who will be staying is 18 years of age or over. If sufficient identification cannot be presented on arrival, SKYCITY reserves the right to refuse to honour the booking.
5. No person under the age of 14 years old must be left unaccompanied in a room.
6. Guests will be required to present valid photo identification and a valid credit card on arrival to cover the cost of the booking, any incidentals incurred and/or any damage caused by you to your room (fair wear and tear excepted) during the stay. Guests unable to provide a valid credit card will be required to make full payment of the cost of the booking together with a NZD\$200 cash bond on arrival.
7. A 2.5% surcharge will apply to all credit card payments.
8. All payments, including settlement of your account on your departure, are to be made in NZ currency. We are unable to accept or process foreign currency of NZ\$1,000 or more (in a single transaction or in aggregate for a number of transactions).
9. Check-in time is any time after 3pm on the first day of the relevant booking.

10. Check-out time is any time before 11am on the last day of the relevant booking unless by prior arrangement with SKYCITY.

11. No pets are allowed to stay at SKYCITY unless by prior arrangement with SKYCITY under special circumstances.

12. No smoking is allowed in rooms. Should you and/or your guest(s) smoke in a room a cleaning fee shall apply at the rate of: (a) NZD\$475 for a Luxury Room, NZD\$775 for a Suite and NZD\$1,300 for a Grand Suite when staying at the SKYCITY Grand; or (b) NZD\$250 per room when staying at the SKYCITY Hotel. You will also be responsible for all costs, damage and liabilities arising as a result of smoking and/or any smoke detectors being activated by you, including a fine of NZD\$500 for tampering with the smoke detectors in any way. Should you wish to smoke during your stay please utilise the relevant outside smoking areas.

13. You will be liable to SKYCITY for the costs of remedying any damage you cause to your room (fair wear and tear excepted). SKYCITY reserves the right to recover all or part of such costs from your credit card or your cash bond.

14. No illegal drugs or associated paraphernalia are allowed to be brought onto the Hotel premises.

15. SKYCITY reserves the right to cancel or modify a booking where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the booking contains, or has resulted from, a mistake or error.

16. SKYCITY has a strict noise and no party policy. We reserve the right to limit the number of people in any one room and to remove people from the Hotel if noise levels exceed acceptable levels and are reducing the enjoyment levels of other guests.

16. SKYCITY makes its best efforts to ensure that the information available on its website is accurate. However, SKYCITY cannot and does not guarantee that the website is free from errors or faults. SKYCITY does not accept liability for any errors or omissions on its website and reserves the right to change information published on the website at any time.

17. SKYCITY does not accept liability for any indirect or consequential loss arising out of the use of or connected with its website or for any products or services purchased from its website.

18. The rates displayed on this website are not commissionable to registered travel agents, including the International Association of Travel Agents.

19. These terms and conditions shall be construed in accordance with and governed by the laws in force in New Zealand. You irrevocably submit to and accept the exclusive jurisdiction of the courts of New Zealand.