



## SkyCity Hotel – Booking Terms & Conditions

When you submit a booking or purchase from <https://www.skycityauckland.co.nz/hotels/skycity-hotel/>, you accept the terms and conditions set out below.

1. Should you need to cancel your booking, please contact our Reservations Team by emailing [hotelreservations@skycity.co.nz](mailto:hotelreservations@skycity.co.nz) or by calling +64 (9) 363 6000 or 0800 759 2489. In order to avoid cancellation fees, you will need to cancel before 6pm (NZ local time) on the day prior to your arrival. The cancellation fee is equal to one night's accommodation at the average daily rate for your stay.
2. Pre-paid, advance purchase or non-refundable bookings are non-refundable and cannot be modified. If you cancel, check-out early or fail to honour your booking for any cause, unfortunately you will be unable to receive any refund or credit. Your credit card will be charged upon booking for your entire stay.
3. Changes to your booking can be made through the online booking system. If you have a pre-paid, advance purchase or non-refundable booking or are unable to make your required changes online, please call SkyCity Hotel directly on +64 (9) 363 6000. Changes may incur a cancellation fee. The original booked rate is not guaranteed and may be subject to change when changing a booking.
4. Individuals under the age of 18 must be accompanied by an adult when staying at SkyCity Hotel. By submitting a booking on SkyCity Hotel's website, you confirm that at least one of the guests who will be staying is 18 years of age or over. If appropriate identification cannot be presented on arrival, SkyCity Hotel reserves the right to refuse the booking.
5. Guests under the age of 14 years old must always be accompanied by an adult within the hotel.
6. Valid photo identification and a valid credit card must be presented on arrival to cover the cost of the booking and/or any incidentals incurred during the stay. Guests not able to provide a valid credit card will need to make full payment on arrival of the cost of the booking together with an NZD\$200 cash bond.
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 can accept and process foreign currency equivalent up to NZD\$1,000.
9. Check-in time is any time after 3pm (local time) on the first day of your booking.
10. Check-out time is any time before 11am (local time) on the last day of your booking unless by prior arrangement with SkyCity Hotel.
11. Pets are prohibited to stay at SkyCity Hotel unless under special circumstances and by prior approval with SkyCity Hotel.
12. Appointed smoking areas are provided throughout the hotel. Smoking is not permitted in any rooms or shared spaces. Should you and/or your guest(s) smoke in a room a cleaning fee of NZD\$475 and/or a fine of NZD\$500 will be charged.  
  
12.1 Should you and/or your guest(s) smoke or vape or tamper with a smoke detector, a cleaning fee of NZD\$475 and/or a fine of NZD\$500 will be charged.  
  
You are also accountable for all costs, damages and liabilities arising as a result of smoking or tampering with smoke detectors in any way.
13. Guests are accountable to SkyCity Hotel for the costs of repairing any damage caused to your room (fair wear and tear excepted). SkyCity Hotel. SkyCity Hotel reserves the right to recover all or part of the repair costs from your credit card or your cash bond.
14. No illegal drugs or associated paraphernalia are allowed to be brought onto SkyCity Hotel premises.
15. SkyCity Hotel reserves the right to cancel or modify a booking where a guest 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 Hotel 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.
17. SkyCity Hotel will work to ensure that the information available on its website is accurate. However, SkyCity Hotel cannot and does not guarantee that the website is free from errors. SkyCity Hotel does not accept liability for any errors or omissions on its website and reserves the right to modify information published on the website at any time.
18. SkyCity Hotel 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.

19. The rates displayed on SkyCity Hotel's website are not commissionable to registered travel agents, including the International Association of Travel Agents.
20. All guests must comply with [SkyCity's COVID-19 Vaccine Policy](#) and all other requirements relating to COVID-19 as notified by SkyCity.
21. 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.

Correct as at November 2021.