



PROPERTY
MANAGEMENT
QUEENSTOWN

TERMS AND CONDITIONS

Welcome to Property Management Queenstown (PMQ). As our guest, we hope you have the very best experience possible. If you need assistance, our staff are available at all times.

Please note our standard terms and conditions detailed below. These cover the following topics:

- Payments to Secure Reservation
- Credit Cards
- Security Bond
- Amendments
- Cancellation Terms
- Public Holiday Surcharge
- Office Hours
- Check-in and Check-out Times
- Access & Keys to the Property
- Minimum Nights
- Age of Guests
- Servicing During your Stay
- Lost Property

Servicing During your Stay

Your holiday rental will not be serviced during your stay. If you require servicing, please let us know what is required. Additional charges will apply.

Lost Property

Lost property may be returned to your contact address. A minimum fee of \$25 plus postage and packaging will be charged to your credit card.

- House Rules
- Force Majeure
- Liability
- Agreement

Payments to Secure Reservation

Full prepayment is required to secure all reservations.

All rates are quoted in New Zealand dollars (NZD) and include 15% Goods and Services Tax (GST).

Credit Cards

Credit card transactions incur a card-issuers' fee of 2.5%. Only Visa and Mastercard are accepted.

Security Bond

All bookings require a pre-authorisation bond to cover any damage or incidental charges. The bond will be released back to the card after completion of an exit inspection. Any damages must be settled within 14 days of departure. Extra charges may accrue for:

- Extra cleaning, carpet cleaning or odour removal
- Excessive rubbish removal
- Building repairs

- Broken items

Should the cost of reparations exceed the bond amount, PMQ reserves the right to charge the card supplied at the time of booking.

Amendments

Please contact PMQ if you wish to amend your booking. A NZ\$35.00 administration fee will apply.

Cancellation Terms

Pre-paid reservations are fully refundable up to 30 days prior the booking date. Any cancellations made within 30 days of the arrival date will forfeit 100% of the booking price.

We advise all guests to take out travel and accommodation insurance to protect against unforeseen circumstances.

Public Holiday Surcharge

Surcharges may apply to arrivals and departures, or services requested on public holidays (eg. housekeeping/servicing, pantry stocking, concierge services etc).

Office Hours

Our office hours are 8:00am – 7:00pm, Monday to Sunday. We are contactable via telephone if there is a problem at your property.

Check-in and Check-out Times

Check in time is **2:00pm to 7:00pm**.

Check-out time is from **8:30am to 10:30am**

Early check in or late check outs may be possible - please contact PMQ to see what can be arranged. Additional fees may apply.

Access & Keys to the Property

We will provide details of how to access your property at the time of confirmation. If you are being met, please contact PMQ at least 2 hours prior to your scheduled arrival, so your PMQ representative can meet you at the property to welcome you and show you around.

Because of security considerations failure to return keys will result in a charge to cover the changing of locks on the home. There is a charge for any lost keys.

Minimum Nights

A minimum of two consecutive nights stay applies, except during specific holiday and peak season periods where the minimum night stay may be greater than the two consecutive nights – this will be made clear at the time of booking.

Age of Guests

Any guest making a booking must be over 25 years of age. All guests unaccompanied by a parent or guardian must also be over 25 years of age.

Guests under the age of 2 are classed as infants and stay free of charge when using existing bedding.

Baby cots may be provided at additional cost.

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House Rules

Please respect the following house rules. A breach of the rules may result in possible eviction and rental and bond forfeiture.

- No parties, events, weddings, stag / hen festivities.
- Do not exceed the stated maximum number of guests.
- Respect neighbours and local community. No undue nuisance or noise to neighbours or the local community.
- Do not bring illegal substances or conduct of illegal activities at the property.
- Do not tamper with smoke alarms.
- Do not leave a fireplace unattended.
- No bookings on behalf of another person without intending to be at the property during the stay.
- No smoking on the property unless permitted by the property listing.
- No pitching of caravans or tents on the property without the written consent from PMQ..
- No pets.

Force Majeure

PMQ accepts no liability where the contract is affected by 'force majeure'. 'Force majeure' is any event that we could not, even with due care, foresee or avoid. These events include but are not limited to war, threat of war, riot, civil commotion or strife, hostilities, industrial dispute, natural disaster, fire, acts of God, terrorist activity, nuclear disaster, adverse weather, government action, technical problems with transportation or other events outside our control.

Liability

PMQ does not accept any responsibility or liability for acts of omission or misrepresentation by third parties that may prevent or disrupt a guest's booking. All information and descriptions listed on any PMQ owned websites are believed to be accurate and are offered in good faith. On occasion and due to circumstances beyond our control certain features or facilities may not be available. In addition, PMQ does not accept liability for any injury, loss or damage to the guest or their possessions, any member of the guest's party or any visitor to the rental property arising out of or in connection with the use of the rental property.

Agreement

All guests agree to be bound by PMQ's terms and conditions by paying the deposit, accommodation charges and security bond either directly to PMQ or through a booking agent.

If booked through a booking agent, guests are required to authorise the release of credit card details to PMQ and authorise PMQ to charge the credit card for additional cleaning, damage, emergency outcalls or other extraordinary costs.