



President Hotel AUCKLAND

Terms and Conditions

Rates are quoted in New Zealand dollars and all accounts must be settled directly with the hotel in New Zealand dollars.
Rates do not apply to conferences, conventions or special events for which contracted rates and special terms and conditions are available on request.
Unless otherwise specified "Run of House" allocation applies to all quoted rates.
Specific validity periods will be provided in conjunction with all rate quotations.

Reservations, Cancellations and No Show Conditions

Reservations:

Reservations may be made at any time prior to arrival. A reservation will be held up to 4pm on the day of arrival unless guaranteed by prepayment or credit card. If guaranteed by prepayment or credit card, the reservation will be held until check out time on the following day, irrespective of the guest's specified arrival time.

All reservations made through the web site must be accompanied by credit card details, otherwise we will be unable to confirm and guarantee your booking.

Cancellation Policy:

Reservations may be cancelled up to 4pm (NZ Time), 48 hours prior to date of arrival without incurring cancellation fees. However there is a credit card verification fee of NZ \$5.00 per cancelled booking.

A reservation that is guaranteed by prepayment or credit card and is cancelled after 4pm (NZ Time), 48 hours prior to date of arrival will incur a cancellation charge of one night's accommodation.

A reservation that is guaranteed by prepayment or credit card and is neither cancelled nor taken up by the client within or inside 48 hours prior to arrival will incur a no show charge of one night's accommodation. In such a situation, any further nights included in the reservation will be automatically cancelled.

ALL CANCELLATIONS MUST BE IN WRITING.

Arrival and Departure Times

Check in time is 1pm

Check out time is 10am

Guaranteed access to rooms prior to 1pm can only be provided if the reservation includes the night prior to arrival to secure early check in.

Subject to the hotel status on the day of departure, late check-out may be available, please check with reception should you require this facility. There may be a nominal charge for a late check out.

Child Policy

First Child up to 12 years of age sharing a room with an adult and not requiring additional bed or bedding, will be accommodated free of charge, each extra child thereafter will be charged as an extra person. In any circumstances where additional beds or bedding is required, the extra person rate will apply.

Cots are available at the extra person rate per night.

Breakfast and dinner for children up to the age of three (3) will be provided free of charge.

Breakfast and dinner for children aged up to 12 years old will be provided at 50% of the quoted meal rates.

Relocation Policy

If for any reason the hotel is unable to provide all or part of the accommodation reserved, it will immediately contact the operator and undertake every effort to secure comparable alternative accommodation. The hotel will be responsible for any additional costs of accommodation exceeding those quoted by the hotel and for any additional transportation costs. The hotel will not be liable for any further claims relating to relocation.

Force Majeure

The hotel will not be in any breach of this agreement or in any way liable, if it is prevented from complying with the supply of accommodation and other related services by reason of Act of God, Act of Public Enemy, War, Earthquake, Riot, Fire, Storm, Flood, Explosion, Compliance with any Law of Government Restraint Order, Rule Regulations, Strikes, Lock Outs or any other cause not reasonably within the control of the hotel.

Jurisdiction

The terms and conditions of trade as described herein will be governed by the law of New Zealand.

Waiver

The waiver by the hotel of any breach of any one or more terms contained in this agreement will not be construed to be a waiver of any succeeding breach of such terms or of any other terms.

Agreement as to Terms and Conditions of Trade

Liability

The Hotel shall not be held liable for any loss of any kind whatsoever suffered by hotel guests, arising from any breach of this agreement by the hotel or from any negligence, misrepresentation or other act or omission on the part of the hotel.

Notwithstanding anything else contained in the terms and conditions of trade, the liability of the hotel to the hotel guest, whether in Contract or in Tort, in respect of all claims, will not in the aggregate exceed the cost of the accommodation.

The Hotel and the Person/Guest making the reservation acknowledge and agree that the Consumer Guarantees Act 1993 has no application to this agreement between them.

Indemnity

The person making the reservation will indemnify the Hotel against all costs incurred and losses suffered by the Hotel including costs on a Solicitor/Client Basis, resulting from the acts or omission of the person making the reservation or the guests booked.

Special Conditions

1. Reservations/Bookings

All reservations/bookings can currently be made by E-Mail or Facsimile and will be replied to within 48 hours.

E-Mail addresses for 24 hours, 7 days service is: res@presidenthotelauckland.co.nz

Director of Sales: Mon-Fri 8am to 5pm is: jwong@presidenthotelauckland.co.nz

2. Direct Bookings/Reservations

Direct bookings/reservations with the hotel will be at the contracted rates in New Zealand dollars and will be due for settlement upon departure by an approved method of payment (Cash, American Express, Diners Club, JCB, Visa, Mastercard, Amex).

The above terms and conditions as set out supersede all previous agreements, arrangements and contracts.

www.presidenthotelauckland.co.nz

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