

PULMAN LODGE

Terms and Conditions of Stay



1 - Introduction

1.1 - The following terms (“terms”) apply to all Group Bookings with The Bruce Pulman Lodge and/or The Lodge (“we”, “our”, “us”).

1.2 - These terms incorporate the “Bruce Pulman Lodge Terms of Service” as if those terms and conditions were set out in full in this document. Included in those terms and conditions is information on arrival/ departure, reservation requirements, limitations to our liability, responsibilities of all guests and other such matters. The Terms of Service can be found on our website or by accessing on this link: <https://brucepulmanpark.com/pulman-lodge/>. If there is any conflict between the two documents, these terms have precedence.

1.3 - “Group Booking(s)” means a single booking for at least 1 or more room(s) reserved together for the same booking period, whether payment for the booking is to be made in one payment or each booked guest intends to pay separately.

1.4 - “You/ Your” means the person making the booking and the group they represent whether that is, without limitation, a tour operator or agency, a government agency, company, club, society or a group of individuals with no formal affiliation. If you are making the booking on behalf of an organisation, you warrant that you have the appropriate authority to accept these terms and bind the organisation. Where there is no formal affiliation, the person making the booking will be jointly and severally liable along with the actual guest for the booking. It is the duty of the person making the booking to ensure that these terms are brought to the attention of staying guests.

2 - Reservations

2.1 - A Group Booking can be arranged by contacting Bruce Pulman Lodge via email on reservations@brucepulmanpark.com or by phone to +64 9 295 0020 ext. 2.

2.2 - We will use the information that you give us to establish an appropriate price offer. Information we may consider relevant to establishing our price offer includes, without limitation, the timing and length of the intended stay, the addition of food and beverage and other services, the number and standard of rooms, and the number of guests. The price offered to each Group Booking is entirely at our discretion. Each Group Booking requires a separate approval process.

2.3 - You accept these terms and the price offer by confirming the booking with us and paying a non-refundable bond/ deposit of 20% of your invoice amount. The booking is not secured until we receive the bond/ deposit. The deposit is intended to be used as a down payment towards your final bill. However, we may also use the payment as a bond towards any unanticipated cost we incur associated with your booking that is to be charged on top of your bill.

2.4 - If we have not received your deposit by the due date stipulated for your booking, we reserve the right to cancel your booking.

2.5 - The bond/ deposit is refundable up to two months prior to your group’s arrival date should you no longer wish to proceed with your booking with The Lodge.

2.6 - Any items not included in the price offer that are added during your stay, such as additional guests, meals, incidentals and field bookings, will be charged at the rate applicable at the time of your stay and will be dependent upon availability and added at our discretion.

2.7 - We are not be obliged to change the price offer due to changes in prices advertised on our website or on the website of a third party.

2.8 - You cannot assign a Group Booking to another person or organisation without our prior written consent.

2.9 - Availability of Rooms is not guaranteed for the dates entered in your booking estimate/ quote, as no Confirmed Booking is made during this process.

2.10 - Prices quoted for rooms are shown per room per night, catering is per quota per meal and are all based on the information provided as part of the booking estimate/ quoting process.

3 - Finalisation of Booking Requirements

3.1 - We must receive final notification of the required number and standard of rooms, number of guests, services, and the time and length of the booking in writing more than 30 days from your arrival date. It is your responsibility to ensure we receive your final notification and in the absence of any communication within the required timeframe, we will assume that there are no changes to your booking. See Clause 2.3 for payment required to secure your booking.

3.2 - If you make a Group Booking with less than 30 days' notice you will be liable for the whole of the booking upon your first confirmation and payment of your full outstanding invoice.

3.3 - Changes to your booking can be requested, but may result in an amendment to our price offer to you, which is entirely at our discretion. If you do not wish to accept the revised offer you may cancel the booking as per clause 5 (cancellation).

3.4 - We require a list of the full names and contact details of all guests and room configuration requirements in writing 14 days prior to your arrival date. Contact details are required by the NZ Government for Covid-19 contact trace reporting.

3.5 - If you have booked any catering, we require notice of the catering and dietary requirements for these services in writing more than 14 days prior to your arrival date.

3.6 - If you have booked any catering, with less than 30 days' notice you will be liable for the whole of your catering charges upon your first confirmation and payment of deposit.

3.7 - We require you to sign and return these Terms and Conditions to secure your quoted rates and availability.

4 - Payment

4.1 - You agree to pay for your bond/ deposit in full by the due date on your invoice correspondence.

4.2 - You agree to pay the remaining 80% of your invoice no later than 30 days prior to your arrival. This will then enable you to gain access to your reserved rooms and services. Any additional costs incurred during your stay will be invoices at the end of your stay and is payable within 7 days of departure.

4.3 - Guests who check-in and pay separately within a Group Booking will be required to provide a credit card authorisation or refundable deposit.

4.4 - All payments must be paid without deduction and payment must not be withheld or deferred on account of any claim, counterclaim or setoff.

5 – Cancellations and Amendments

5.1 - If you cancel a Group Booking more than 30 days from your arrival date, you will lose your deposit payment made.

5.2 - If you cancel a Group Booking on or within 30 days of your arrival date, you will be charged in full for the entire booking, including accommodation, food and beverage and any other booked services. Any decision to waive or reduce any of those charges will be at our sole discretion.

5.3 - If you amend your Group Booking on or within 30 days of your arrival date with the effect that there is a partial cancellation or postponement, you may still be liable to pay the booking in full, including any cancelled portion.

5.4 – If an individual guest or guests do not show up for their stay, the room charges for your stay including any additional requirements, in full.

5.5 - Any request to increase the size of your group will be accommodated, subject to availability, and the group will be charged accordingly.

5.6 - If there are discrepancies at the time of check in:

- a) We will make every reasonable effort to accommodate any new booking requirements which differ from the original group booking confirmation; although this cannot be guaranteed.
- b) We are not responsible for any changes or discrepancies in booking details that are not reflected in the original booking confirmation.

6 – General Booking Information

6.1 - It is your responsibility to ensure that all staying guests are fully informed of the details of the Room Type reserved and to ensure you are familiar with the different room characteristics and accurately describe the room that is to be booked.

6.2 - If a room was unavailable due to unforeseen circumstances or events, we will assist in finding a suitable alternative and refund any charges.

6.3 - If you have booked a meal as part of your Group Booking and arrive after the time of the dining reservation, we may not be able to accommodate your dining and you may still be charged.

7 – Cleaning & Maintenance, Guest Damage

7.1 – You are liable for any damage that occurs to the property or equipment as a result of your groups' actions. Damage or problems experienced during the event may delay or change the release of the bond. If full release of your bond (within 10 working days) is not completed, you will be provided with a detailed list of withdrawals in writing and may include:

- a) Damage to property or equipment (that was not evident on arrival)
- b) Access keys not returned
- c) Areas left in an untidy state and requiring extra cleaning charges
- d) Excessive rubbish/ boxes/ sports packaging left behind
- e) Security conditions not met.

7.2 – A team of housekeepers are there to service your rooms for your comfort. They will access your rooms once you have departed your rooms for the day, or will request access should you remain onsite. If you do not wish for your rooms to be serviced, please ensure that you leave the sign on the outside door handle. Please note that any additional cleaning that will be required by the housekeeping team, out of the standard expectation for servicing or turn arounds, may result in additional charges or a withdrawal made from your bond payment. See Clause 7.1

7.3 – You are responsible for adhering to these protocols for staying at the Lodge:

- a) We are a smoke-free, vape-free venue
- b) We are an alcohol-free venue (unless special concession is gained as part of your booking process)
- c) We are a 'party-free' venue (no loud music, drinking, smoking, noise etc)
- d) We are a dog-free venue (with the exception of Police dogs and Guide dogs)
- e) We are a chewing gum free venue
- f) We are in a QUIET zone (residential area and respectful of our neighbours, no noise after 9pm or before 8am, this includes Basketball on the asphalt)

7.4 – You are to ensure that all vehicles are driven at no more than 10km/hr to ensure the safety of all groups staying at the Lodge. Park in designated areas only, and ensure that this does not include the grass or paved areas within the Lodge boundary fence.

8 – Health & Safety, and Security

8.1 - Your group leader on check in will be run through the Fire Evacuation procedures and will be required to sign the check in sheet. It is the group leader's role to ensure that the Health and Safety information is disseminated to each group member on arrival.

8.2 – The Lodge is equipped with sensitive Smoke Alarms through the building for the safety of all staff and guests on site. You will be responsible for any false activation of the smoke alarms by your group (for eg. burnt toast, deodorant spray) and be liable to reimburse the activation of the fire alarm charges, a minimum \$350 incl gst.

8.3 – You are responsible for the security of the building and your belongings during your stay. Please ensure that your rooms and other areas are closed/ secured when not in use and that you keep the access keys with your group at all times. If access keys are lost or stolen, you need to inform the Lodge staff immediately and will be responsible for reimbursement of the replacement fee.

8.4 – Please note that the Lodge is not manned 24 hours a day. There is a Duty Manager that can be contacted on (027) 706-5542 should you require assistance during your stay. If you need anything from the staff, it is your responsibility to inform them as soon as is practical to ensure that they are able to meet your requirements to the best of their ability.

8.5 – There are security patrols that complete security checks at night. These teams will close all external Lodge doors by 10pm each night for your peace of mind. Any doors reopened after this time will be at the responsibility of the group leader to ensure are secured overnight.

8.6 - All visitors attending the Lodge as part of your group are required to notify Reception of their arrival and departure. This can be done at Reception, or through text message to the Duty Manager Phone number.

9 – Check in Process

9.1 – Your check in time is flexible depending on your group’s needs and if there is no departing group on the day of your planned arrival. These times are to be provided at the time of confirming your booking to ensure that we can aim to meet your requirements as much as possible.

9.2 – You need to allocate a group leader who will sign the check in form(s), complete the Health and Safety requirements and who will accept the two sets of keys on behalf of the rest of the group. This person’s arrival time will be notes as your group arrival time, and Lodge staff will be onsite to complete this process. Any changes to this time will need to be confirmed with Lodge Management no less than weeks prior to your planned arrival date. Any changes made within two weeks of your planned arrival will be met as much as possible, but may require some flexibility on your part.

10 – Acceptance

In addition to signing below in acceptance of the Terms and Conditions of Use of Bruce Pulman Lodge, please also provide the Name and Mobile Number for your Nominated Onsite Group Leader below.

AUTHORISED HIRER SIGNATURE: Name: Date: <i>*Your Signature here indicates the acceptance of the terms and conditions of use of the Bruce Pulman Lodge.</i>	LODGE MANAGEMENT SIGNATURE: Laura Fourie Facility Manager For and on behalf of Pulman Lodge
NOMINATED ONSITE GROUP LEADER: Name: Mobile:	