

## Terms & Condition

### 1. Booking and Payments

- 1.1 A deposit of 10% is required to confirm your booking and secure the property. This will be charged to your credit card at the time of booking. A 2.5% credit card payment surcharge will be applied to this payment.
- 1.2 On receipt of the deposit, you will receive an email confirming both the payment and your booking details.
- 1.3 The remaining balance will be due 4 weeks in advance of your arrival date. An email reminder will be sent to you 3 days prior to this date, where an outstanding balance remains. The reminder email gives you the option to pay the remaining balance by internet banking or, if your internet banking payment has not been received within 48 hours, the remaining balance will automatically be charged to the credit card used at the time of booking. Please note: a 2.5% credit card payment surcharge is applied to all payments made by credit card. Credit card data is held in a secure and encrypted environment.
- 1.4 Bookings made within 4 weeks in advance of your arrival date will be charged the full balance at the time of booking (this may be processed in two payments).
- 1.5 If you are unable to pay the balance before the stated due date, you will forfeit your deposit and your booking will be cancelled.
- 1.6 Bookings made online within 48 hours of arrival will not be confirmed immediately. Once Maunga Iti can confirm that the booking can be honoured, the guest will be informed by us and the credit card used for the online booking will be charged the full balance of the stay (note that there is a 2.5% credit card fee).

### 2. Cancellation and severe weather warnings

- 2.1 If severe weather is forecast we will call you as soon as possible prior to your scheduled arrival date to advise you and/or cancel your booking. You can choose whether to defer your holiday to a later date subject to availability or receive a full refund.
- 2.2 Your 10% deposit is non-refundable, however it can be transferred to another booking made within a 12 month period, if your stay is cancelled more than 3 weeks prior to your arrival.
- 2.3 Cancellation by you within 4-21 days of your arrival date will result in 50% of the total cost of your stay being charged. Cancellation within 3 days of your arrival date will result in 100% of the total cost of your stay being charged.

### 3. Safety and Hazards

- 3.1 Maunga Iti is situated on a working block of land and there are hazards both natural and man-made. You accept that you enter the property at your own risk to participate in a glamping holiday.
- 3.2 Participation in activities such as, outdoor baths, climbing trees, wellness experiences, walking on the property and any other activity on the property is the responsibility of the Guest and is done so at their own risk.
- 3.3 Kleinbergen Ltd accept no liability for accident, loss of property or personal injury whilst on your stay.

**4. Pets**

No pets allowed. Maunga Iti is situated on the edge of a North Island Brown Kiwi reserve and thus not suitable for pets.

**5. GST**

GST of 15% (where applicable) is included in the daily per night cost. A GST invoice will be supplied if requested.

**6. The Holiday – Guest Conditions of occupancy and Conduct**

6.1 The Guests have the right to occupy the Property for the paid holiday period only.

6.2 Guests are required to observe the rules and familiarise themselves with the procedures contained in the information folder provided in the tent.

6.3 Guests shall take all reasonable and proper care of the property and its furniture, fittings and effects in or on the property and leave them in the same state of repair, condition, cleanliness and tidiness as at the commencement of the rental period.

6.4 Guests are required to inform the owner of any damage or breakage in or around the property promptly so that it can be repaired and replaced for the next guests. Guests are bound to reimburse the owners for replacement, repair or extra cleaning costs where reasonably demanded by the owners for damage caused by the guests.

6.5 Smoking is not permitted anywhere on the property.

6.6 Guests undertake to behave in a proper, appropriate and legal manner with due respect to the Owner, the Property and other guests and their property. If any guest behaves inappropriately or improperly (of which the Owner will be the final judge), or illegally, the Owner reserves the right to ask the guest and their party (at their discretion) to leave the Property before the end of the holiday period. Any refund for so doing will be at the entire discretion of the Owner.

**7. Authority to Sign**

The person who completes the Booking Form certifies that: he or she is authorised to agree the Booking Conditions on behalf of all persons included in the Booking Form, including those substituted or added at a later date; the signatory is over eighteen years of age; they agree to take responsibility for the party occupying the Property, and to notify Maunga Iti if they are not a member of the holiday party.