

## Payment Terms

The following payments apply for this booking:

- **Deposit: 10% or one night's charge (whichever is greater) due on receipt of invoice**
- **Balance: 90% due 30 days before stay commences**
- **A breakage deposit of NZD \$200 is payable with the balance and will be refunded two days after the end of the stay**

Payment of deposit: Once we accept your booking a deposit must be paid AND received by us in order to secure the booking. Your booking will be confirmed upon receipt by us of the deposit. Failure to pay the deposit in time may result in your booking being cancelled and the property being made available to others. Should we cancel a booking of yours due to non or late payment of a deposit then any deposit received by us from you will be refunded in full.

Late payments: The balance due must be received on or before its due date. If your payment fails to reach us by the due date we may choose to cancel your booking with or without notice to you, and make the property available to others. Cancellation charges apply (see below).

## Cancellation policy

If you need to cancel a booking please let us know as soon as possible so we may offer the property to others.

If you have to cancel your booking because of government directed COVID related travel restrictions we will refund or credit your funds.

Should YOU choose to cancel the booking: **A refund, less any rental shortfall, will be provided if a replacement booking can be found.** Otherwise, the following cancellation charges apply:

- **Cancellation ordinarily results in a cancellation charge amounting to 20.0% of the total booking charge**
- **Cancellation within 21 days of the scheduled start of stay results in a cancellation charge amounting to 50.0% of the total booking charge**
- **Cancellation within 48 hours of the scheduled start of stay results in a cancellation charge amounting to 80.0% of the total booking charge**

Should WE cancel the booking due to YOUR NON-PAYMENT: Should any of your payments fail to reach us by their due date we have the right to cancel the booking with or without providing you with notice. Under these circumstances our standard cancellation charges apply.

## Cancellation by Owner/Manager

**If, due to circumstances beyond our control, the property becomes unavailable or unfit for use, we will notify you as soon as possible and refund your money in full.**