

Booking Fee

To avoid disappointment, **secure your booking**, we must receive 50% of the amount due within 7 days of arranging your stay with us, accompanied by your booking details.

Cancellations

In the sad event that you need to cancel your stay, we need to be advised as soon as practical. Cancellations 14 days prior to your stay attract no fee, and your booking fee will be refunded to you. However, cancellations after this time, up until 7 days prior, attract a fee of 50% and any cancellations after this time equals 100% of the total cost of your stay. We ask that all cancellations be made personally.

Check-in Time

2pm (unless by prior arrangement). Please telephone us the day before with an estimated time of arrival, so that we can arrange to be home.

Check-out Time

11.00am (unless by prior arrangement). Please be prompt. If you are wanting to check out later and there is no other booking for that day then you pay an additional 1/3 cost of your daily charge you are welcome to do so, this option must be organized in advance

Please note: If you think that you are likely to be outside of your arranged check-in / check-out times, please endeavour to contact us with your estimated arrival / departure times. We plan our days around these times, so this is extremely important to all concerned - thank you.

Visitors to the Cottage

It is natural that you will want to share the beauty and tranquillity of the place with others. Should you choose to celebrate a special occasion, or hold a small gathering which results in 10 or more people (including the occupants of the cottage) being present in the cottage, then there is a function fee payable (quoted on an individual basis). You are welcome to have 4 visitors per stay - any number of visitors over 4 per stay incurs a \$10pp fee. We make this agreement with you out of courtesy to neighbouring land owners, security to minimise the impact on our environment. Please talk to us prior to making any arrangements to extend the number of people in the cottage.

Accidents, Breakages and Stains

We accept that "things" happen. However, we do ask that you treat your cottage as you would your own home. In the unlikely event that something does get lost, damaged, broken or stained please let us know as reimbursement will be required. We take no responsibility for damage or loss to your person, property or items.

Pets

Whilst we are animal lovers, we kindly ask that you leave your pets at home.

Smoking

Permitted outside where you can admire the view - ashtrays provided.

Cleaning

Cottages that need cleaning over and above reasonable cleanliness of occupation will attract a fee relative to the condition the cottages are left in.

Telephone Use

Please ensure all cellphone, toll calls, faxes and other expenses are paid for. Local calls to the Central Hawkes Bay are free, calls to Napier/Hastings area are toll calls.

Credit Cards

Visa and Mastercard accepted.

Please fax us your credit card number, expiry date and the name on the card. If you wish to send your credit card details by email please send in two parts and in two emails.

Contact Us Today

Rachel & Terry Wright

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Visiting by appointment only