

Rates

All rates are quoted in New Zealand Dollars on a per-night basis and include GST of 15%. All room rates quoted are based on single or double occupancy, it is an additional \$30.00 per person per night when a room type can accommodate additional guests. [Room rates vary throughout the year from the low season prices in the middle of winter to the peak season prices in the middle of summer and/or for major event weekends. Mountain View Motel website shows room rates and availability on any particular day.](#)

Child policy

Children under 3 years of age are free of charge when accompanied by a paying adult and using existing bedding. Where a port-a-cot is required, there is a charge of \$20.00 per night for hire. We also note that it is the parents' responsibility to supervise the child at all times while staying at Mountain View Motel.

Reservations

Bookings and enquiries can be made by Email or Direct to Mountain View Motel and will be reply to you as soon as possible. For instant confirmation please reserve via our website or alternatively call us directly. Reservations will require full customer details and credit card details. . This card will need to be presented on arrival with a copy of photo identification matching the credit card for security, this does not have to be your payment method. Mountain View Motel reserves the right to charge or pre-authorise a credit card on all bookings.

[E: info@mountain-view-motel.co.nz](mailto:info@mountain-view-motel.co.nz)

[P : +64 7 378 9366](tel:+6473789366)

[W: https://www.mountainviewmotel.co.nz/](https://www.mountainviewmotel.co.nz/)

Payment Policy

Payment will be taken in full at the time of arrival via an approved method of payment (Cash, Visa, MasterCard or Eftpos). Proof of ID will also be required as well as presentation of the credit card that was supplied when the booking was made. Any outstanding amount left on your account after 10am on the morning of departure will be automatically charged to this card. An earlier departure than the reserved date, will not result in a refund unless the Hotel

Management are able to re-sell the booked accommodation, in this case, an administration fee will apply.

All credit card payments will incur a 2.5% transaction fee.

Refunds :

will only be made to the credit card debited for the original transaction.

Check-in and Check-out:

Check in time is 2pm Upon arrival, each guest will be required to sign a standard Mountain View Motel registration form, and accept the terms and conditions therein of his/her stay.

Check out time is 10am on the day of departure, late check-out may be available, please check with Reception should you require this facility. There may be a charge applied for a late check out. Late Check in If you are unable to check in by 9pm, please phone us on 07 378 9366 to arrange your time of arrival.

Cancellation/refund policy

Free cancellation up to 48 hours before the date of your arrival (2:00pm Check-In).

If cancelled or modified within 48 hours of your arrival or in case of no show, 100 percent of your stay will be charged to the credit card used to secure the booking.

For all bookings there will be no refund for early check-out. The guest accepts to have their credit card charged in the event of any cancellation, no show, late arrival or late departure. Please note – Special events and promotional room rates offer a no cancellation policy.

Noise Policy

For the comfort of all guests we do not allow any excessive noise. Please be mindful of other guests in the motel and keep noise levels to a minimum at all times, this includes general conversation and TV's after hours. If there is a noise complaint received against you, your room or any occupants/visitors of your room you will be issued a warning. If another noise complaint is received you will be asked to vacate Mountain View Motel with no refund. If any loss of

revenue is caused due to your noise levels, this cost will be charged against the credit card provided upon arrival, this includes other guests' refunds if they are disrupted.

Smoking

Please smoke outside away from open windows, doors and other guests, especially children. In the event of someone having smoked in the room or close to an open window or doorway we will engage a specialist cleaning company. We reserve the right to charge such costs and any resulting loss of income to the registered guest. "Resulting loss of income" could be following guests refusing to stay in that booked room. If smoke is detected inside a unit, there will be a charge to restore the unit to its non-smoking status

Room condition & Damage to Hotel Property

If your room is left in an unsatisfactory state, this includes, excessive rubbish, misuse of motel property (including linen), any unhygienic uncleanliness, excessive mess or odour, which causes unwarranted cleaning time by Mountain View Motel Staff, the Guest will be charged additional cleaning fees. Damage to Hotel property should be reported immediately. Assessments are done upon full cleans after check outs and non-reported damage will be automatically charged at market rates for any repairs or replacements.

Visitors:

are permitted at the management's discretion. The registered guest is responsible for the behaviour of all persons/visitors while on the property. All deliberate or reckless acts that result in damage to our property and/or discomfort to our in-house guests will be charged to the registered guest.

Visitors are required to leave guest units and the motel complex before 9 pm.

Car Parking

There is one car park available per unit. Any extra vehicles and trailers can be parked by arrangement. Parking for visitor is subject to availability.

Responsibilities

All care is taken, but Mountain View Motel no responsibility for valuables left in rooms, valuables left in laundry, or vehicles and their contents in the car park.

Overdue Accounts:

All accounts are payable on arrival. Any additional charges incurred during your stay must be settled on departure. We reserve the right to charge overdue/recovery fees on all accounts not paid by the due date.

No pets allowed:

We have a strict no-pets policy to ensure the comfort of all guests.

Service Dog:

If you or anyone staying with you has a service dog, please notify us prior to your arrival, as there are additional terms and conditions to adhere to.

WI-FI POLICY

Illegal activities, including but not limited to hacking, unauthorized access, distribution of copyrighted material, sharing explicit or offensive content, or engaging in any activity that violates applicable laws or regulations, are strictly prohibited.

Guests are solely responsible for their online activities while using our Wi-Fi network. Please ensure that you comply with all New Zealand laws governing internet usage.

By using our Wi-Fi network, guests agree to adhere to the Motel's Wi-Fi policy and accept any consequences that may arise from violating these rules.

DAMAGES/LOSS:

Any damage/loss caused to the motel or to the motel chattels that is occupied by you, could result in costs of repair (and any insurance excess) being charged directly, either fully or partly, to you the registered guest.

We reserve the right to debit your account for any items missing from your unit following checkout.

Concerns or Complaints

If you have any concerns about your accommodation, please contact reception at the earliest point possible during your stay to register your concern.