UNILODGE CANTERBURY SUMMER ACCOMMMODATION TERMS AND CONDITIONS

Thank you for choosing to book with UniLodge Canterbury (Company name, UniLodge Auckland Ltd.). We look forward to welcoming you. By making this booking, you are entering into a contract with us in accordance with these terms and conditions. Please read our terms and conditions of booking below.

Group Bookings

You are deemed to have agreed to these terms and conditions when you sign and return the contract sent to you. If you are unsure of the total number of guests in your booking you should sign a contract based on your guaranteed numbers. Rooms are only secured for your group once you have signed and returned the contract to us. We will then send you a confirmation of your booking.

After your booking is confirmed should you require additional guests or rooms added to your booking we will provide this if available, although it is at your risk if we are unable to offer further rooms to your group. Changes made to your booking once the contract is signed may incur additional charges for which you will be liable.

Any changes made to your booking, once the contract has been signed, must be in writing and confirmed in writing by us. We will override the existing contract with your most recent changes.

Deposit: Once your booking is confirmed a deposit of 20% of the total amount of your booking must be paid in accordance with the invoice we provide to you. You will have 14 days from the date of the invoice to pay this amount to us, otherwise if such payment is not made we reserve our rights to cancel your booking. Payments can either be made via bank transfer or credit card. A credit card surcharge fee applies to all payments made via Visa or MasterCard. Unfortunately, we do not accept AMEX.

Payments: It is important to note, that to confirm your booking, all payments specified in your contract must be paid in accordance with these terms and conditions, and full payment of your booking is due 1 month prior to arrival. If you arrive at the accommodation without your account paid in full, you may be refused entry or liable for additional costs to facilitate your booking.

Date due	Payment amount (% of booking total)	Refund & Cancellation Policy
At the time the booking is confirmed	20% deposit is due within 14 days of invoice date	10% (being half the sum of the deposit) will be forfeited if cancelled outside of 6 months 20% (being the full sum of the deposit) will be forfeited if cancelled within 6 months of arrival
3 months prior to arrival	A further 30% is due	50% (being the full deposit paid to that point) will be forfeited. Non-refundable
1 month prior to arrival	The balance of 50% is due	100% of the total amount of the booking will be forfeited. Non-refundable

Room number increases: Subject to availability, you may request to increase the room block at the group rate defined in your signed contract. All requests to increase the room block will need to be made in writing no later than 1 month prior to your arrival and will not be confirmed until we have provided written confirmation of our acceptance to a variation to your contract. Charges for additional rooms, in excess of the amount in the original booking, must be paid within 14 days from the date of the relevant invoice.

Individual Bookings

All bookings are to be paid for in full at the time of booking. Payment by credit card must be made via the booking portal.

Cancellation and Refunds (Individual Bookings):

Cancellation notice period	Refund Policy

If cancelled at least 2 week before Arrival date	Full refund of all amounts paid
If cancelled within 2 week of Arrival date	Non-refundable

General Terms & Conditions (for all bookings)

Currency: All rates quoted are in New Zealand dollars and inclusive of GST.

Rates include: All rates shown are based on a per room per night basis unless otherwise stated. UniLodge Auckland Ltd reserves the right to change rates at any time. The rates that are quoted to you are based on the numbers that you have contractually agreed to at the time of making the booking.

If additional persons arrive with your Group booking, that have not been accounted for in the original booking, they will be charged at the nightly rack rate, which you agree to pay on arrival.

Unless otherwise specified, each room will include: all linen including duvet, 2 sheets, pillow case and duvet cover, a towel, facecloth and mini essential amenities. Other amenities may be available from reception upon request and charges may apply.

All apartments with a kitchen will contain a tea towel, dish cloth, brush, and mini amenities relevant to kitchen maintenance.

Pets: We are not able to accommodate pets at any of our properties.

Non availability of accommodation: We will only cancel your booking if your accommodation becomes unavailable for reasons beyond our control. We will however attempt to offer you alternative accommodation dates. If this is not possible or is unacceptable to you, then we will refund all monies paid by you for the booking. Our liability will not extend beyond this refund.

Relocation of booking to alternative property: We reserve the right to move your booking to an alternative UniLodge Canterbury property if the need arises. Should these circumstances arise, we will notify you as soon as reasonably practicable.

Conditions of stay: We reserve the right to terminate your booking immediately without being liable for any refund or compensation if guests breach these terms and conditions, engage in unlawful behaviour or engage in unacceptable behaviour that causes disturbance or nuisance to other guests.

Arrival and departure: Rooms are reserved from 2.00pm on the day of arrival until 10.00am on the day of departure. Any additional hours not otherwise agreed will be charged as an additional day. If you are needing your room prior to 2.00pm, we suggest you book the night prior so that you are able to have immediate entry upon arrival. If you wish to depart the room at 1.00pm instead of 10.00am, if available this is an additional cost of $25.00 per room.

Smoking: UniLodge, and our campus partner the University of Canterbury has a non-smoking/vaping/e-cigarette policy on all its properties, both inside and outside. Any guests found to be in breach of this policy will be asked to leave immediately, being deemed to be in breach of the conditions of stay above. Any guest found to be in breach of this policy may also be liable to pay additional charges to clean or reinstate the relevant property.

Damages and breakages: Please take care when staying in our properties. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. You are required to report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice, or charge your credit card on file, for repair or making good if we deem the damage or breakage to be significant, and you may incur additional charges if you do not report this.

Car Parking: Limited Car Parking is available, please contact us for availability. Charges will apply. Please note that all vehicles are parked entirely at the guest's own risk and UniLodge Auckland Ltd. shall not be liable to you for any damage or loss incurred by you as a result of using the car parks.

Insurance: Guests are advised to ensure their own insurance covers any loss or damage to personal property during their stay and to ensure adequate personal and travel insurance is taken out.

Privacy: Our policy is that we only use or disclose personal information for the purposes of these terms and conditions or as reasonably apparent at the time we collected such information. We may also use or disclose such

information for any other related purpose for which you would reasonably expect it to be used in connection with these terms and conditions.

If UniLodge Auckland Ltd. wishes to use or disclose your personal information in other circumstances it will obtain your prior written consent to do so, except when such disclosure is required by law. You can access your personal information and amend such information at any time by contacting us in writing with your request.

Facilities and Services: Whilst care is taken to ensure that the description of our facilities and services is accurate, these are continually being changed, upgraded and on occasion taken out of service. If any feature is essential to you in choosing a particular property, it is your responsibility to confirm with the property prior to making the reservation that the feature or facility will be available throughout your stay.

Catering Requirements: The group leader/primary contact for each group is responsible for providing relevant catering specifications in advance of their stay. The catering requirements and exact numbers are to be confirmed in writing 1 month prior to arrival. If the catering requirements are amended within 1 month of arrival, our catering team will do their best to accommodate these changes but these cannot be guaranteed.

Dining: In residence lunch service is only available to groups of 50 persons or more, so if your numbers reduce to under 50 persons the option to have dining in lunch may be cancelled at our discretion, and your monies retained if less than one week's notice is given in writing.

Room Servicing: Room servicing is agreed at the time of signing the contract and is often a negotiated rate based on the group's numbers. However, if those numbers decrease, either prior to or during your stay, the type and frequency of room service offered may change.

Rooming Requirements for Groups: We do our best to accommodate groups as per the rooming requirements list, however this information has to be provided in writing at least 1 month prior to arrival. If changes are made to a booking within one week of arrival, your group requests will be subject to availability and may not be accommodated.

Alcoholic Beverages: Alcohol consumption is permitted on the property premises within reason by those persons who are of the legal age to consume alcohol. Groups that are consuming alcohol have to be mindful of the fact that the property may have persons under the age limit. The property managers do not tolerate excessive alcohol consumption and do not condone drinking in the public areas. Drinking alcohol is restricted to the rooms or alcohol may be consumed, if we provide prior written approval, with the service of dinner.

Data: It is crucial that upon check in the group leader/primary contact for the group provides a full list of all the groups' names for security and safety reasons.

Minors and children: Group leaders/primary contacts are responsible for the care of all minors during their stay. Any minors including their age must be noted in the group booking information. The guidelines below must be adhered to at all times whilst residing with us. If the group leader/primary contact of a group fails to inform us in writing prior to the arrival of an underage child or children, the child or group may be asked to leave the property and you acknowledge and agree that we are not obliged to refund any monies in relation to such booking.

FOR GROUPS:

- NO CHILDREN UNDER 10 years old allowed as part of a group.
- Ratio for 10-13 year olds is 1 adult for every 5 children
- Ratio For 14-17 year olds is 1 adult for every 10 children

FIT (Individual bookings):

- Any FIT traveling alone must be 18 or older
- Any FIT under 18 years old must be staying with an adult as part of their booking

Liability: UniLodge Auckland Ltd. will not be held responsible for events beyond its control or the control of its suppliers (such as fire, strikes, industrial action, technical problems with transport and bad weather) nor for any curtailment, cancellation or change to any accommodation, activity or itinerary, which is caused as a result of such events. The liability of UniLodge Auckland Ltd. excludes all loss of valuables and damage to property and any direct or consequential losses suffered by you, or your group, other than death or personal injury resulting from a negligent act or omission by UniLodge Auckland Ltd., its officers, or employees.

Other: We have the right to reject your booking at our discretion without providing any reason to you for our decision. If your booking is rejected we will refund all monies paid in relation to such booking.

Amendments: Although every effort has been made to ensure the accuracy of the information provided in relation to your booking, we reserve the right to vary, amend or cancel any of the information in these terms and conditions

should we find such alterations necessary. We will notify you in writing of any changes to these terms and conditions as soon as reasonably practicable.