



## **Duder Homestead: Terms & conditions**

### **Tailored service – our mission**

We aim to provide a high standard of service, tailored to meet your exact requirements. We enjoy being generous and we offer many complimentary items. We're happy to provide advice & assistance too, & welcome your requests & enquiries. If you want or need anything please don't hesitate to ask.

### **Accommodation**

The apartment is fully self contained, in a semi-detached private wing of the original house, built in the 1860's. The apartment is actually one of the three original terraced cottages built on this site, the other two cottages form the main house today. The original, double-skin brick, sound & fire insulation remains between the apartment and the house. The apartment is let as a whole, so you have full exclusive use. There are 6 main rooms in all: a lounge & dining room, an office/laundry, a full separate kitchen, a full 2 person separate bathroom, 2 bedrooms, plus a guest WC (and a private patio garden).

### **Packages or special requirements**

We can tailor a package to suit many occasions, or work to your own special requirements. Please just let us know your requirements, and we'll try to cater for them if we possibly can.

### **Gift certificates**

We can custom make a gift certificate for: friends, loved ones, family, staff, corporate clients, etc. Please just let us know your requirements.

### **Payment**

We accept: American Express, Diners Club, MasterCard, Visa, Cash. By confirming your booking, you have acknowledged that we may debit your credit card for any payment(s) due.

### **Credit Card / Fax / Phone bookings:**

Please supply the card no., exact name as it appears on the card, & expiry date.

### **Deposit**

50% of the total booking amount is due in advance please, by Credit Card.

### **Cancellation**

We are a small boutique operation, with just the one main apartment, so cancellations have a big effect on us. There is a 50% cancellation charge if you cancel within 28 days of arrival, or 100% if you cancel within 14 days of arrival.

### **Acceptance of these terms**

By requesting a reservation, and paying a deposit, you acknowledge your agreement to these terms. For insurance purposes, and for your own security, we will ask you to please read these terms again, and sign them, upon arrival.

### **Check in time**

By arrangement in advance please, but generally after 3 pm (subject to availability).

### **Checkout time**

10.30am please, unless otherwise arranged in advance (subject to availability).

### **Children**

The apartment is most suitable for children 7 years and older, but we're happy to consider younger children, by prior arrangement.

### **Smoking**

Due to fire safety requirements and for the comfort of other guests, the Duder Homestead is completely non-smoking.

### **Fires/flames**

Because the house is very old & all wooden, please don't light any fires or flames of any type (including candles). A smoke detector, monitored 24 hours, is installed.

### **Security**

An alarm system, monitored 24 hours, is installed for the security of guests. However, we don't accept any liability for guest's personal possessions. To cover unexpected events, we suggest you purchase comprehensive travel insurance.

### **Caution: low ceilings & old paths**

Please be careful when entering and leaving the property. The entrance steps & the brick paths are old, and a little uneven in places. This adds to the character, but please watch your step. Inside the apartment the stairs are the original wooden ones built in the 1860's, & a little narrower than modern stairs. Please be careful of your head when using the stairs, & in a small area of the bedrooms, if you are tall. You are welcome to use the complimentary equipment available, at your own risk.

### **Parking**

Parking is free in 4 marked parking spaces, on the street outside the front entrance.

### **Cleaning & servicing (*also see environmental policy below*)**

The apartment is fully cleaned and serviced between guests, with a periodic service during longer stays (as agreed with you in advance), and with a daily change of towels & rubbish collection.....generally between 10.30 am to 1 pm approx. (subject to change, & in agreement with you).

## **Environmental**

Our policy is to minimise the environmental impact, by using ECOVER or other environmentally considerate cleaning & washing products, wherever possible.

We are happy to change towels and sheets as often as you reasonably wish, and will agree the servicing schedule with you in advance. We would encourage you to minimise the impact on the environment too, and only place your towels in the bath when you require replacements.

## **Breakfast (option only)**

The kitchen is fully equipped, including a refrigerator, so you can bring your own food, and prepare it at your leisure. We are happy to provide an Organically grown, Continental breakfast. Please order at time of booking.

## **Artworks**

Artwork from selected New Zealand artists are hung on some walls, in an uncluttered and modern way. There are also original black and white photographs of the house & old Devonport from our own collection.

## **Purchases**

We reserve the right to charge for any items that guests take with them, by charging the guests credit card. We're happy to discuss purchases in advance.

## **Breakages**

We do expect and accept the odd breakage, but we do reserve the right to charge the guests credit card for any damages exceeding \$50 NZD.

## **Flowers(complimentary)**

Tasteful flowers will be provided. If you have any special floral requirements or would like the Flowers removed please just ask us.

## **Fruit(complimentary)**

A complimentary bowl of Organically grown fruit will be provided upon arrival.

## **Drinks(complimentary)**

Port and Sherry are provided for you upon arrival.

## **Chocolate & biscuits(complimentary)**

Chocolates & biscuits are provided for you upon arrival.

## **Newspaper(complimentary)**

A copy of the NZ Herald newspaper will be provided every day.

**Standard Tariffs, per night:** (inclusive of NZ tax – GST registered.)

- For 1 or 2 people, using one bedroom: \$325 NZD off-peak / \$395 NZD peak.
- Plus \$50 each additional person / OR plus \$50 for 2 people using two bedrooms.

*\*Minimum stay either 2 or more nights, (depending on the season), but we do offer a one night honeymoon package @\$650 (subject to limited availability)*

- Long term rates: The apartment is very suitable for longer stays, & we do have longer term rates available upon request.
- Self Service rates: A discount for self service is available upon request.

Nightly rate agreed: .....

Arrival date: .....

Departure date: .....



**Peak Season**

1 October to 30 April & periods of high demand (eg public holidays, special events)

**Off-peak Season**

1 May to 30 September.

**Open**

We are open throughout the year, but reserve the right to close at various times.

**Thank you**

Thank you for choosing to stay with us, and please feel free to ask if you want or need anything, or have any questions.

Helen & Kerry McNae.

**Signed .....** **Date.....**

*Please sign above to acknowledge your agreement to these terms and conditions.*

[www.duder-homestead.co.nz](http://www.duder-homestead.co.nz)

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