

Duder Homestead: Terms & Conditions

Tailored service – our mission

We aim to provide a high standard of service, tailored to meet your exact requirements. 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.

Payment

We accept: American Express, 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

Checkout time

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

Children

The apartment is most suitable for children 4 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 basic 2 hour once weekly service generally between 10.30 am to 1 pm approx. (subject to change).

Environmental

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

We would encourage you to minimise the impact on the environment too.

Breakfast *(option only)*

The kitchen is fully equipped, including a refrigerator, so you can bring your own food, and prepare it at your leisure.

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.

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

- Offpeak: \$1,200 per week fully inclusive, plus GST

- Peak: \$1,900 per week fully inclusive, plus GST

**Plus \$50 per night for a third and 4th person.*

Minimum stay: two weeks, depending upon availability. Includes a basic weekly service.

Long term rates:

The apartment is very suitable for longer stays, up to 6 months or more, & we do have longer term rates available upon request.

Peak Season

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

Off-peak Season

1 May to 31 October.

Opening

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.