



TERMS AND CONDITIONS

1 Departures and arrivals

New arrivals can check into their rooms after 02:00 pm each day. Guests may arrive earlier and leave their luggage at the hostel but access to rooms will not be granted until after 02:00 pm. Departing guests must remove all their belongings from their room, and check out, before 10:00 am. After this time guests may make use of the luggage storage facilities for the departing day but all possessions must be removed from the room and the electronic tag handed back to reception.

2 Check-In

To comply with current New Zealand legislation (Statistics Act 1975) we require every guest to present a valid international passport upon check-in, which legally proves its country of citizenship.

3 Check-Out

Check out is at 10:00 am and guests must hand key, electronic tag and the complete set of linen (dorms only) back to reception.

3 Age Restriction

Guests under 18 years old are to travel with a parent/guardian/teacher, and we recommend private rooms only. Unlike some hostels we do not have an upper age limit. Most of our guests are backpackers in the 18 to 30 age range. Please be aware that you may be assigned a top bunk!

5 Guest Behaviour

The comfort, safety and security of our guests is of paramount importance to Choice Backpackers. Any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests, staff or local residents will be requested to leave the hostel premises and will not be offered a refund of any kind. Guests are expected to respect other guests, staff, local residents and property. In the case of groups, the group leaders must ensure that all members of their group behave in an acceptable manner. Failure of any

individual group member to do so will result in the eviction of the whole group. Any behaviour qualifying as an infringement, offence or crime will be reported to the police without exception.

6 Smoking

Smoking is not permitted anywhere on the premises. Any guest found smoking within the building will be asked to leave the premises immediately and will not be offered a refund. This includes any balcony area. A smoking area and ashtrays are provided outside the building for guests, who wish to smoke.

7 Personal Property

Guests may leave their luggage in our luggage room located next to reception however it remains the guest's responsibility to ensure that their personal belongings are secure at all times. Choice Backpackers accepts no liability for the loss, theft or damage to property however sustained or caused.

8 Choice Backpackers property

Guests will be expected to reimburse Choice Backpackers for any damages caused by inappropriate behaviour during their stay.

9 Keys and electronic tag

Upon check in guests will receive a key and an electronic tag to access the hostel. These tags are activated to access the floor assigned to the guest upon check-in. Guests must only access their own floor, level 3 where kitchen and laundry are located and the basement area. Guests are not allowed to be on other floors or in other rooms but their own unless authorized by reception.

10 Bookings

All Bookings are subjected to availability and Choice Backpackers reserve the right to decline any bookings. For bookings of more than one person in dorms it is attempted to accommodate everybody in the same room. As bookings for the same room are subjected to availability and seasonal fluctuations, we do not guarantee, that groups will stay in the same room. It needs to be specifically pointed out if a booking includes people under the age of 18.

11 Late departure

In case of a late departure, Choice Backpackers reserves the right to charge for a further night's stay.

12 No refund policy

Choice Backpackers follows a no-refund policy. All payments made are final and cannot be refunded. This policy is not applicable on the security deposit, which will be refunded, if conditions are met.

13 Forfeit of security deposit

The following actions will result in forfeiting your security bond:

- Not complying with any notice or warning, issued verbally or in a written form
- Late check-out after 10:00 am
- Stealing of any form
- Any form of damaging the hostel's or guest's property, whether intentionally or accidentally
- Not washing, drying or storing away used dishes of the kitchen
- Bringing any people to your room, that do not stay there
- Sexual harassment of any form
- Physical or verbal assault or abuse of the hostel staff, other guests, customers or members of the public on hostel premises

Any of the above mentioned actions also qualifies for an eviction, which may be spoken out by the management.

14 Consent to provision information to third parties

Guests acknowledge that their payment details, as received by us may be provided to a third party solely for the purpose of processing their payment and whose destination might be any overseas country. Guests acknowledge that Choice Backpackers, will hand over personal data including CCTV recording to official authorities, to solve any investigation performed. Information is explicitly not provided to private people.

15 Changes and cancellations

Choice Backpackers must receive a valid cancellation for any individual booking in writing addressed to choice@hostelnz.co.nz

Cancellations made prior to 2 days of arrival will be charged a 1 night cancellation fee. No shows will incur 100% cancellation fee. Cancellation refunds will be processed within 10 working days.

Any requested changes with respect to a guest's booking, including check-in and check-out dates, as well as product configuration must be made directly with Choice Backpackers. Guests acknowledge that all reasonable efforts will be made to accommodate your change request but Choice Backpackers is under no obligation to guarantee that change requests will be accommodated.

16 Charges for non-standard services involving staff

Choice Backpackers is providing affordable accommodation for backpackers with a low budget. We are not a full service accommodation provider. We therefore reserve the right to bill for additional charges of \$5 involving staff that are not covered by the accommodation agreement. These services include but are not limited to:

- Excessive use our lost and found service, which is otherwise free to use up to 3 times during the stay
- Collecting laundry, which is not picked up by the guest
- Leaving behind the key excessively (more than 3 times during the stay)
- Leaving luggage behind after your departure day (\$5 per day)

17 Photography

It is not permitted to take photos of the interior of the premises. If photos are taken anyway, the exclusive right (incl. copyright) to this photo is transferred to Choice Backpackers.