



HOUSE RULES & TERMS AND CONDITIONS

NO VISITORS BEYOND RECEPTION

MINIMAL NOISE AFTER 10:00 PM

CHECK-OUT IS AT 10:00 AM

LABEL YOUR FOOD

ONLY ENTER YOUR OWN ROOM AND COMMON AREAS

WASH, DRY AND PUT AWAY YOUR DISHES

NO CONSUMPTION OF ALCOHOL BEYOND RECEPTION

NO SMOKING OF ANY KIND IS PERMITTED IN THE BUILDING

ALWAYS PAY ON TIME

RETURN KITCHENWARE IMMEDIATELY

1 RESERVATIONS

All reservations (regardless of channel) require a valid credit card, which may be used as security against your stay and/or key bond and whose usage is authorized by you without additional prior notification in case of any incidental charges. An authorization hold may be put on your credit, which may not exceed the total amount of your reservation. You may be charged the full amount of your reservation, prior to arrival. In case the credit authorization hold fails or your account hold insufficient funds, your reservation will automatically be cancelled. All reservations are subjected to availability and Choice Backpackers reserve the right to decline any reservations. For group bookings for more than one person in dormitories, every attempt is being made to accommodate the group together, however based on availability and seasonal fluctuations this will not be guaranteed.

2 AGE RESTRICTIONS

Guests under 18 years are to travel with a parent/guardian/teacher, and we recommend private rooms only. There is no upper age limit, however please be aware that you may be assigned a top bunk.

3 CHECK-IN & IDENTIFICATION

Check-In time is at 02:00 pm. 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.

4 CHECK-OUT

Check-out time is at 10:00 am. Departing guests are required vacate the room (including removal of all their belongings), to return room key, electronic access tag and the complete set of linen (dorms only) back to reception. After this time guests may use the luggage storage facilities for the departure day only.

In case of a late departure the guest may be charged for an additional night of the occupied room at the rate set for that day but at least \$50.

5 ACCESS TO THE PREMISE

The personal electronic access tag and key will grant permission to access all areas available to the guest. Areas the electronic access tag and key are not working for, are off limits to the guest and must not be accessed. It is prohibited to share your electronic access tag and key with other guests and/or people not checked-in. Guest are permitted to receive visitors in the lobby only.

6 GUEST BEHAVIOR & SMOKING

The comfort, safety and security of all guests is of paramount importance to Choice Backpackers. Any guest who, in the opinion of Choice Backpackers, compromises 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. If you are an international traveller, we may inform Immigration New Zealand about any misbehaviour standing in conflict with your visa conditions. Guests are expected to respect other guests, staff, local residents and property. In 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 may 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. Alcohol can be consumed in moderation in the lobby only.

Smoking is not permitted anywhere on the premises. Any guest found smoking within the building may be asked to leave the premises immediately and will not be offered a refund. This includes any balcony area. Any guest found smoking and/or triggering the smoke alarm due to negligence or intentional action will be charged a minimum of \$300 for local alarm or \$1500, in case the fire department attends.

7 GUEST & HOSTEL PROPERTY

Guests may leave their luggage in our luggage room located next to the 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 and theft of or damage to their property however sustained or caused.

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

8 INCIDENTAL CHARGES

Choice Backpackers is providing affordable accommodation for backpackers with a low budget. We are not a full-service accommodation provider (hotel). We therefore reserve the right to bill for additional charges involving staff that are otherwise not covered by the accommodation agreement. The following actions may result in additional charges of a minimum of \$50 payable by the guest and/or qualify for an eviction, without any refund:

Not complying with any notice or warning issued verbally or in writing; (temporary) loss of electronic access tag and/or key; exceeding the number of booked guests staying in your room; stealing of any kind; any form of damaging hostel or guest

property, whether intentionally or accidentally; not washing, drying or storing away used dishes of the kitchen; excessive use of our lost and found service; forgotten laundry, which has to be picked up by our staff; leaving luggage behind after your departure day; allowing other guest and/or people currently not checked-in to access areas they would otherwise not have access to; sexual harassment of any kind; physical or verbal assault or abuse of the hostel staff, other guests, customers or members of the public on hostel premises

A reasonable standard of cleanliness is expected to be maintained in your room. If additional cleaning is required due to guests not abiding by our hostel terms and condition a minimum cleaning fee of \$50 will be charged. Room closure fees may also apply.

9 CANCELLATIONS & REFUNDS

Cancellations made prior to 48 hours of arrival date are free of charge. Cancellations made within 48 hours of the arrival date incur a 100% cancellation fee. No shows will incur 100% cancellation fee. For reservations made via a third party (OTAs such as booking.com etc.) the guest needs to contact that third party for any cancellation or changes. The cost of the entire stay may still be payable, even when shortening the stay after arrival.

For direct reservations, Choice Backpackers must receive a valid cancellation for any individual booking in writing addressed to choice@hostelnz.co.nz mentioning the booking ID. For changes to any direct reservations, guests are required to request these via an email to choice@hostelnz.co.nz. Reasonable efforts will be made to accommodate your changes; however, no guarantee will be given that changes can be accommodated.

Once checked-in, Choice Backpackers follows a no-refund policy, where all payments made are final and cannot be refunded. Cancellation refunds will be processed within 15 working days.

10 PRIVACY & PHOTOGRAPHY

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 ongoing investigation. Information is explicitly not released beyond the scope of authorities involved the justice system. It is not permitted to take photos of the interior of the premises. If photos are taken, the exclusive right (incl. copyright) to this photo is transferred to Choice Backpackers.