



Pudding Hill Lodge (2010) Ltd

Standard terms and conditions for weddings, functions and conferences (“Events”):

1. Number of Guests

- 1.1 Pudding Hill Lodge reserves the right to set a minimum number of guests attending any event.
- 1.2 Pudding Hill Lodge reserves the right to use set menus when catering for an event.

2. Confirmation

- 2.1 Bookings will be treated as provisional until the deposit is received by Pudding Hill Lodge
- 2.2 The deposit must be received by Pudding Hill Lodge within 28 days of the provisional booking being made.
- 2.3 When making a booking the client must provide a current postal or email address and telephone number where any future correspondence is to be directed.
- 2.4 The client must confirm to Pudding Hill Lodge the final numbers of guests attending not less than 14 days prior to the event (“confirmation date”).
- 2.5 The total amount payable by the client will be calculated based on the number of guests confirmed by the client on the confirmation date.
- 2.6 No monetary refund will be given when Pudding Hill Lodge is notified of any reduction in numbers after the confirmation date. This applies regardless of any change in circumstances that may occur.
- 2.7 **If the client fails to comply with the obligation in clause 2.4 then Pudding Hill Lodge reserves the right to cancel the event without notification to the client.**

3. Deposit and payment

- 3.1 A non-refundable deposit of \$1000 per booking applies (\$2000 for weddings) and must be received by Pudding Hill Lodge in accordance with clause 2.2
- 3.2 If the total cost of your booking is less than \$1000, full payment must be made at the time of booking.
- 3.3 For bookings over \$1000, full payment must be received 7 days after receipt of the invoice. Wedding invoices must be paid in full, prior to departure.
- 3.4 If your booking is made less than 14 days prior to your scheduled arrival, full payment must be made at the time of the booking.
- 3.5 If any deposit or final payment is not received by the due date, Pudding Hill Lodge reserves the right to cancel your booking and retain the deposit.
- 3.6 Once final payment has been received, you will receive notification from Pudding Hill Lodge via the postal address or email address that you provided at the time of booking (refer clause 2.3)
- 3.7 **Once full payment has been received Pudding Hill Lodge is unable to offer any reallocation of funds received.**

4. Bond

- 4.1 At Pudding Hill Lodge’s sole discretion, a bond of \$500 will be payable in advance for any event.
- 4.2 The bond must be paid by the confirmation date.

- 4.3 At Pudding Hill Lodge's sole discretion, in the event of damage or behaviour deemed inappropriate by Pudding Hill Lodge management, part or all the bond may be forfeited.
- 4.4 If damage occurs with a repair cost that is greater than \$500, the client agrees to make payment of any additional costs on demand.
- 4.5 The bond is payable by way of credit card.
- 4.6 These details may be used to cover the cost of any additional damage.

5. Final Appointment

- 5.1 It is the clients responsibility to contact Pudding Hill Lodge to make an appointment to confirm the final details of the event (the 'final appointment').
- 5.2 **The final appointment must be carried out no less than four weeks before the date of the event.**

6. Change of date

- 6.1 If the client wishes to change the date of the event (after initial deposit has been paid), and automatic administration charge of \$100 will be charged to the booking ("administration charge").
- 6.2 Any administration charge is due when the final payment is made.

7. Cancellation

- 7.1 Should any booking be cancelled, a cancellation charge is payable by the client. This is calculated as a percentage of the total booking value of the event being cancelled ("cancellation charge").
- 7.2 Where the cancellation occurs before the confirmation date the charge will be calculated based on provisional number of expected guests (information supplied by the client) attending the event.
- 7.3 The cancellation charge will be calculated in the following manner:

7.3.1. Where cancellation occurs between 3 and 6 months prior to the event, a cancellation charge of 25% of the original cost is payable to Pudding Hill Lodge.

7.3.2. Where cancellation occurs 1 to 3 months prior to the event a cancellation charge of 30% of the original cost is payable to Pudding Hill Lodge.

7.3.3 Where cancellation occurs 15 to 30 days prior to the event a cancellation charge of 50% of the original cost is payable to Pudding Hill Lodge.

7.3.4. Where cancellation occurs less than 14 days prior to the event, 100% of the total cost is payable to Pudding Hill Lodge.

7.3.5. If a provisional number of guests has not been provided by the client, Pudding Hill Lodge calculates the cancellation charge based on : all pre-determined requirements given by the client for 40 guests.

- 7.4. The cancellation charge does not refer to any deposits having been paid.
- 7.5. All cancellations must be confirmed by the client in writing.
- 7.6. Any costs incurred by Pudding Hill Lodge in preparing for a particular event that otherwise would not have been incurred; will be charged to the client in full in the event of cancellation, unless Pudding Hill Lodge are able to mitigate their loss.

8. Price reviews

- 8.1 Pudding Hill Lodge reserves the right to review prices at any time without prior notice to the client.

8.2 Clients (including clients who have confirmed bookings) are subject to any change in prices as a result of a review.

8.3 Written confirmation will be supplied to all affected parties notifying of any changes in price.

9. Termination or no show

9.1. If you do not show up for your scheduled booking, or cancel your booking early after you have arrived, you will be charged a 100% cancellation fee and required to pay all outstanding amounts relating to your booking.

10. Check-In

10.1 Standard check in time is 2pm

10.2 If you wish to check in earlier than this time then it is advised that you book and extra nights stay to ensure the availability of the room.

10.3 You must provide a credit card authorisation when you check in.

10.4 This may be used to cover the cost of any damage or other incidentals (including but not limited to cleaning above the normal fees, telephone charges etc.

11. Check-out

11.1 If you wish to check out later than the standard check out time of 10am, you must obtain the permission of management at least 12 hours prior to your check out time.

11.2 It is at the absolute discretion of management whether to approve a late check out time.

11.3 Should you check out late without having first obtained the approval of management, a surcharge of \$20 per hour for every hour that you fail to check out will be charged to your account and payable upon departure.

12. Interest

12.1 Interest paid on overdue invoices accrues from the date when payment becomes due, on a day to day basis until the date of payment.

12.2 The interest rate payable is a rate of 4% above the then ANZ Bank of New Zealand Limited overdraft interest rate and shall accrue at such a rate after, as well as before any judgment.

13. Damage

13.1 The client is responsible to Pudding Hill Lodge for any damage caused in accommodation and public areas by the client or their guests, agents, employees and indemnity against third parties as a result of negligence.

13.2 Pudding Hill Lodge reserves the right to charge full room tariff should we not be able to resell the room due to any of the following:-

13.2.1 Smoking in a room

13.2.2 Breakages rendering the room incomplete to resell to another guest.

13.2.3. Specialist room cleaning including carpet shampooing if required.

14. Corkage

14.1 Strictly only alcohol, that has been purchased at Pudding Hill Lodge, may be brought into the main lodge building and surrounding areas by clients or guests of clients for consumption on the premises.

15. Hours of service

- 15.1 Bar** – Pudding Hill Lodge is licensed to sell alcohol until 12am for non-residential guests. The premises must be vacated by 12.30am.
- 15.2** For resident guests, the opening hours can be extended at the discretion of Pudding Hill Lodge management. In accordance with current licensing laws, Pudding Hill Lodge management reserves the right to cease the sale of alcohol and food at any time they feel necessary; such instances may occur if the protection of House staff, guests or property is compromised.

16. Miscellaneous

- 16.1** Pudding Hill Lodge reserves the right to bill any items missed from the final event invoice/bill at a later date.
- 16.2** Pudding Hill Lodge cannot accept responsibility for outside contractors and service providers.
- 16.3** The event organiser is responsible for the behaviour and actions of their guests whilst at Pudding Hill Lodge. Inappropriate behaviour may result in your event being stopped early or cancelled.
- 16.4** Pudding Hill Lodge does not permit food and drink to be brought in from outside, under any circumstances unless by prior arrangement with management.

17. Facilities and services

- 17.1** We take care to ensure that all facilities and services are to an acceptable standard, however these are continually being altered or upgraded. It is your responsibility at the time of booking to seek confirmation that any facility that you consider essential to your trip will be available during your stay.
- 17.2** To the extent permitted by law, Pudding Hill Lodge is not responsible for omissions, errors or changes to the facilities or services available, whether temporary or permanent.

18. Use of information

- 18.1** You consent and authorise Pudding Hill Lodge to collect, use and disclose your personal information for the purpose of administering your booking and providing you with any services associated with your booking.
- 18.2** Upon request by you and to the extent permitted by law, Pudding Hill Lodge will provide you with access to an/or the ability to correct your personal information, however only the person who made the booking will be entitled to access and/or correct personal information pertaining to the booking.