

Clearways Training and Accommodation Centre

Reservation Terms & Conditions

Reservation Policy

All rates are quoted in New Zealand Dollars (NZD) on a per night/bed basis and exclude GST of 15%. Reservations must be confirmed with a signed booking agreement

Minimum Bookings

The minimum stay is 3 nights

Minimum number of room is 10

For Group Bookings of 20 or more - minimum stay is 5 nights

Payment

Invoicing will be sent to you from our UK finance team, once you have arrived to site. This is to allow for any last-minute changes from you. Payment terms are then 7 days from date of invoice. Please note that if your account has to be sent to a collection agency, then we are eligible to recover the agencies costs as well as your outstanding debt.

Cancellation / Refund Policy

We understand that plans can change and we will do our best to work with you. As a small business, group bookings can have a significant impact on our business.

Cancellation of Group bookings 2 months prior to check in date: No cost.

Cancellation of Group bookings 2-7 weeks prior to check in date: 20% of booking.

Cancellation of Group bookings less than 2 weeks prior to check in date; may result in full costs being invoiced.

Clearways has the right to cancel this booking with 2 months notice.

Guest expectations

We respect the quiet tranquil nature of our country surroundings.

We ask that our guests do not disturb other guests between the hours of 10.00 pm and 7.00 am.

What to Bring

You need to consider bringing with you;

Shampoo, Soap/Bodywash, Hair Dryer, Tea, Coffee, Milk

(All beds are made up with all linen and duvet; 2 x Towels, Hand Towel and Bathmat are supplied per person).

Arrival and Departure times

Check in time is 2 pm unless other arrangements are made. Check out time is 10 am. For Group Bookings your leader will have information on your self check-in.

Training Room

We have 2 large training rooms with flat screens, HDMI, Whiteboards, Desks, Chairs

If you book accommodation for 10 or more, please ask about the discounted cost for this

Reception Hours

Monday - Friday 7.00 am - 3.00 pm.

On arrival, you will be issued with a 24/7 emergency contact number

Room Condition

If your room is left in an unsatisfactory state, this includes excessive rubbish, misuse of Clearways property, any unhygienic uncleanliness, excessive mess or odour, which causes additional/unwarranted cleaning time by Clearways staff - then all applicable charges will be invoiced.

Damage or Loss to Clearways Property

Damage to Clearways property should be reported immediately. Assessments are done upon full cleans after check outs, and non-reported damage will be invoiced to you at market rates for any repairs or replacements. This may include damage to property through negligence of the occupant (for example

Parking

Plenty of car parks - 70 in total.

Please do not park on the grass outside your room or elsewhere on the grass.

Parking is at the vehicle owners' risk, and we do not accept any liability for vehicles parked on the property.