



## Terms & Conditions

We welcome your booking at The Marlborough. Please see below for our payment terms and cancellations policy.

The Tariff Includes:

- Accommodation in a Premium, Deluxe or Queen Room
- Pre-dinner drink and canapés each evening
- Continental or full breakfast each morning
- Complimentary minibar - includes wine & beer
- Daily service of room and evening turndown service
- Complimentary Hi speed Wi-Fi use throughout the property
- Use of on-site facilities i.e. swimming pool (heated Oct-Mar), penthouse, bicycles, tennis courts, walking trails, in house guest only Chapel bar, large outdoor fireplace and gardens
- New Zealand Goods and Services Tax (GST)

### Rooms

- The Marlborough has 10 Rooms:
  - 6 x Premium Rooms (4 x 1<sup>st</sup> floor and 2 ground floor),
  - 1 x Deluxe Room (1<sup>st</sup> floor)
  - 3 x Queen Rooms (2 x ground floor and 1 x 1<sup>st</sup> floor),
  - 1 x Twin Room which interconnects through a bathroom to a Premium Room (1<sup>st</sup> floor) is our Family Room the twin room can only be booked in conjunction with that Premium Room.
- Each Room (except the Twin Room) has its own private ensuite featuring toilet, large walk-in shower and vanity. Premium and Deluxe Rooms also have a large separate bathtub and twin basins.
- The Premium & Deluxe rooms have a king bed - with the Premium Rooms being configured as double or twin bed, Deluxe room has a King bed which is not splittable. The Queen Rooms have a Queen Bed which are not splittable.
- All Premium & Deluxe rooms are furnished with comfortable lounging chair(s), wardrobe, mini-fridge, Nespresso coffee machine and tea making facilities
- Queen Rooms are furnished with wall hanging space (no wardrobe), mini-fridge and Nespresso coffee machine and tea making facilities.
- All rooms have under floor heating in ensuites and individually controlled air conditioning in room.

### Room Size/Capacity

All Rooms have a maximum capacity of 2 people.

Premium Rooms have a normal capacity of 2 people. However, for an additional charge, by arrangement a max of 1 child (aged 7- 16 years) can be accommodated on a rollaway bed (a max capacity of 2 adults & 1 child in Premium Room). Please enquire if you wish to add a rollaway bed for a child [reservations@themarlborough.co.nz](mailto:reservations@themarlborough.co.nz)

### Seasons:

- Festive Season 23 December - 5 January
- Peak season 1 October - 30 April
- Low Season 1 May - 30 September

### Minimum Length of Stay

23 December - 5 January (Festive Season) 3 night minimum stay.

1 October – 22 December & 6 January – 30 April (Peak Season), 2 night minimum length of stay.

Outside of this there is no minimum length of stay - any questions please contact us [reservations@themarlborough.co.nz](mailto:reservations@themarlborough.co.nz)

### Check in / Out

Check in is available from 2.00pm. Check out is available until 11.00am. Enquire whether early check in or late check out is possible. We do not accept Check in's or Check out's on 25 December (Christmas Day)

### Child Policy

Children five years and older are welcome to stay when we have other guests. Children of all ages are welcome when The Marlborough is booked exclusively. We offer a Family Room option by arrangement - please enquire.

### Payment Terms Standard Payments

- A deposit payment of 10% is required at time of booking to confirm the reservation.
- All bookings for The Marlborough must be paid in full 30 days prior to the date of stay.

### Festive Season Payments

This applies to the festive season date range of 23 December to 5 January:

- 25% non refundable deposit at the time of booking to confirm reservation
- Balance of payment 90 days out from the date of stay

### Group Bookings & Exclusive Use

Please contact us at - [reservations@themarlborough.co.nz](mailto:reservations@themarlborough.co.nz)

### Cancellation Policy Standard Cancellations

- Cancellations more than 60 days out from the date of stay – your 10% deposit will be fully refunded less a \$150 administration fee.
- Cancellation within 60 – 30 days from the date of stay – your 10% deposit will be forfeited.
- Cancellation within 30 days from the date of stay – cancellation fee of 100% of total payable will be charged.
- Administration fee of \$150 per booking is payable on all other cancellations

### Festive Season Cancellations

This applies to the festive season date range of 23 December to 5 January:

- Cancellations made from date of booking until 90 days out - loss of 25% deposit
- Cancellation within 90 days from the date of stay – Cancellation fee of 100%.

Group Bookings & Exclusive Use Cancellations Policy - provided on booking request -  
reservations@themarlborough.co.nz