



NAUTILUS RESORT RAROTONGA

Terms & Conditions – Accommodation & Wedding Bookings

Minimum Stay

Stay of 3 nights minimum

Check-In Check-Out

Check-In	12.00pm
Early Check-In	Available from 6.00am – Charge of 50% of daily room rate applies
Check-Out	10.00am
Late Check-Out	Available to 6.00pm – Charge of 50% of daily room rate applies

Child Policy

Infants 3 years and under stay free (when sharing with two adults using existing bedding) Stay for Free Children

4 years and over Extra Person Rate for each child

Note: Limit of 1 complimentary infant per room. Additional infant pay extra person rate

Payment

- All bookings to be paid in full prior to arrival. We will contact you approximately 30 days prior to your arrival to arrange payment of the balance of your account.
- Payments can be made by Bank Draft, Direct Deposit, MasterCard, Visa or cash. Payment details must be sent via a signed fax or signed e-mail attachment. Details will be included with each quote.
- All confirmed reservations will be advised via email once the payment has been processed or received into relevant bank account

Payment for Wedding Ceremonies and Receptions

To secure your wedding date, we ask for a deposit of -

- \$1500.00 to secure your booking if booking both wedding ceremony & reception
- \$1000.00 to secure your wedding reception booking only

Note: These deposits are non-refundable. Your booking will be confirmed back to you in writing.

Further payments are due as follows -

90 Days Prior

- We ask for an accurate indication of numbers and final package choices.
- We ask for a further deposit of 50% of the estimated costs of the event. **30 Days Prior**
- Final numbers and payment of the balance of the estimated costs is due.

Final payment of any additional costs incurred on the night, such as additional beverage, last minute services included etc. can be settled following the function.

Payment for Accommodation

To secure your accommodation reservation, we ask for a deposit of 25% with the balance due 1 month prior to arrival.

Cancellation policy for weddings and group accommodation

Wedding Ceremony and/or Reception

- Wedding deposits are non-refundable.
- Any cancellations within -
 - 90 days of the event receive a 50% cancellation fee
 - 30 days of the event a 100% cancellation fee

Accommodation – Individuals Direct Bookings

More than 90 days from date of arrival	10% Admin Fee
60 days – 15 days from date of arrival	25% of Booking
From 14 days– 8 days from date of arrival	50% of Booking
7 days or less from date of arrival or No show	No refund

Accommodation - Group Bookings (when bookings are made on behalf of the whole group by an appointed individual or agency)

- A cancellation fee of 25% applies for any cancellations or reduction in room nights when -
 - Within 6 months for a group change of date (reducing the no. of nights to be stayed).
 - Within 3 months of the date of arrival for individual rooms changes within the group
- For all group bookings, any reduction in room nights or cancellation of any rooms within the group within 90 days from date of arrival a cancellation fee of 50% of the total cost of the reduction or cancellation
- For all group or individual bookings, any reduction in room nights or cancellation of any rooms within the group within 30 days from date of arrival a cancellation fee of 100% of the total cost of the reduction or cancellation
- For all group or individual bookings, any 'No Show' of any rooms within the group receives a cancellation fee of 100% of the total cost of accommodation

Note: For the purposes of this term or condition, group booking is for 8 or more rooms booked

Conditions of Stay

- 3 night minimum stay.
- All rooms are non-smoking inside. Smoking is permitted on the veranda or balcony
- Government tax of 17.5% is included in all rates.
- Transfers are not included in our rates, but we are happy to arrange a taxi transfer for our guests. These can be arranged upon request.
- Exchange Rates: All rates are in New Zealand dollars, which is the official currency of the Cook Islands. We cannot quote prices in other currencies, as the exchange rates vary each day. For approximate exchange rates see www.oanda.com.
- We reserve the right to accept or refuse any booking.

Cancellations and Refunds

- All cancellation requests must be in writing by email or fax.
- All cancellations must be acknowledged by return e-mail from us.
- Wedding cancellations – Deposits are non-refundable. Additional fees may apply depending on the period of notice that is given to the resort notifying us of the intention to cancel (see below for details)
- Refunds – will be returned via the same method that the original payment was received
- No refunds will be issued for flight delays, illness, family matters or any other circumstances beyond the control of Nautilus resort. We recommend that you **purchase travel insurance** that will cover you for these types of circumstances.