

Terms & Conditions

Reservations

We respectfully remind our guests that verbal, written or electronic reservations constitute a legal binding contract.

Deposit/Credit Card

A deposit or credit card details are required to secure an accommodation booking.

Cancellation Policy

In the event the guests are to cancel their bookings, they need to do so at least 48 hours before they are due to check in. We reserve the right to charge one night's accommodation to the credit card number supplied if the terms are not being followed.

Payment

Full & final settlement of the account shall be made by cash, credit or debit card upon check-out.

If guests fail to settle the payments, we reserve the right to charge the unpaid amount to the credit card number supplied.

Any late payments may incur penalty fees & collection costs.

If guests fail to supply us with credit card detail, then, we shall require cash payment upon check-in.

Guests

All guests of our accommodation facilities shall be over 18 years of age or accompanied by legal guardian(s) or approved prior by the management.

Guests shall be held fully accountable & liable for their behaviour and damages caused.

All guests are requested to vacate the complex by 10pm.

We reserve the right to evict any non-house AND/OR in-house guest(s) that cause a disturbance to or disruption of fellow in-house guests immediately and without question or warning, should the occasion call for this drastic measure.

Pets

Pets are not allowed at the Grosvenor unless been pre-approved by the management.

Damage

We reserve the right to charge to replace, repair or professionally clean all items concerned and guests shall be financially liable to cover these costs if required. This may include charges for loss of revenue to the Grosvenor by way of room being unavailable to let whilst awaiting repair & management free for loss of productivity and project managing (including false fire & smoke alarms).

Losing your key & security system shall result a charge of \$50 being added to your account or sent to you at a later date.

Arrival/Departure Times

Check-out time is 10am.

Late departure times may be possible upon request, but we cannot guarantee this & a late fee of \$15 will be added to your account.

Earliest check-in time is 12pm (except where prior arrangement is made with management).

Smoking Policy

All rooms are non-smoking.

Parking

Use of the Grosvenor's carpark is restricted to in-house guests only.

General

It is forbidden to use or store any kind of drugs or firearms at the Grosvenor.

We are entitled to inform the New Zealand Police in case of suspicion or violation to this law. Furthermore, the guests are to be blacklisted permanently from the Grosvenor.

A full copy of our terms & conditions is available upon request.