



Fairhall, Haumoana Road, RD2, Hastings
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RESERVATION AND CANCELLATION POLICY

Effective date 01/01/2003

Reservations

Reservations are secured by the Guest paying an advance payment, i.e. a deposit, equivalent to the amount detailed below:

Length of Stay	Deposit Required
1 night	100% of the value of the accommodation
2 – 4 nights	100% of the value of one night's accommodation
5 nights +	100% of the value of two night's accommodation

Where the Guest books more than one room, the value of the accommodation is assumed to be the aggregate sum of the rooms booked.

Reservations for periods which include New Year's Eve, Harvest Hawke's Bay, Mission Concert or Art-Deco Weekends may, at our discretion, require payment in advance in full for the total cost of the accommodation booked. This may occur on other occasions and will be advised to the Guest as appropriate.

Cancellations

In the unfortunate event that Guests have to cancel their reservation, the deposit less the amounts outlined below and \$5 handling charge will be refunded **subject** to the accommodation being subsequently re-let for the entire (or pro-rata) period at the same value as the reservation.

Before (and excluding) expected arrival date	Amount of Refund
Up to 28 days	100%
14 to 27 days	50%
1 to 13 day days	25%
Same day (no show)	0%

Refunds, where due, will be made after the completion of the reservation period.