



# PILLO BOOKING TERMS & CONDITIONS

## By booking you agree with the following terms and conditions.

It is important to us that all our guests and their visitors have a great time and our owners are confident that their property is being well looked after. Plus other associated parties are not negatively affected by our bookings. To achieve this it is vital you ensure you and anyone staying in the property read these terms and conditions BEFORE BOOKING; as by booking all parties are agreeing to be bound by them.

By booking you accept you are responsible and liable fully for any charges and fees that may result through noncompliance and authorise Pillo to charge any fees and charges against any bond and or credit cards held on file, with you making up any short falls.

### HOUSE RULES:

We have the following strict policies. These apply to inside, outside and all common areas and nearby street(s). These apply to all guests and those associated with our guests while they are at the property.

- **No SMOKING & VAPING** anywhere on the property (Inc inside, outside and common areas)
- **No PARTIES, GATHERING OR EVENTS** of any kind (formal or informal)
- **No LOUD NOISES OR BEHAVIOUR** of any kind. Noise curfew is between 10 pm (22.00)& 9 am (09.00)
- **No UNACCEPTABLE or ILLEGAL** behaviour, activities or items in or on the property
- **No DAMAGE, MISUSE, BREAKAGES or REMOVAL** of the property, building, common areas or neighbours property and any contents. You are fully responsible & liable for any repairs and replacements.
- **ALL Building Management and Body Corporate rules** and regulations MUST BE adhered to, including any building access requirements
- **No TAMPERING WITH ANY SAFETY DEVICES** including smoke alarms
- **No PETS**
- **No MAIL or PACKAGE** deliveries

Building management and security (if called) have authorisation to remove anyone not abiding by these rules.

**We do ask that you & any of your accompanying guests and visitors comply with these rules. If you unfortunately chose not to, your booking will be cancelled & you will be asked to leave immediately. The fine will be min NZD\$ 1,000 + all associated costs.**

### BOOKINGS & PAYMENT:

#### Bookings & payment

Payment is required for bookings in order to confirm them. Until payment has been made and confirmation is sent by Pillo or the booking channel to the guest confirming payment, the booking is not confirmed and the property may be booked by another guest. Any enquires where payment is not made within four days will be cancelled.

#### Right to revoke or refuse bookings

Pillo reserves the right to revoke or refuse to honour any booking, at any time before or during the rental period, which may in their opinion (and at their sole discretion) be unsuitable for the property or breach any of these terms and conditions.

#### Booking Guests Numbers, Bed requirements, Details and Responsibilities.

The property can only be occupied by the number of persons (including adults, children, infants, babies) stated in the booking confirmation or as specifically agreed & confirmed in writing, by Pillo. Pillo reserves the right to refuse occupancy of the property if this condition is not observed. If additional guests/persons are found to have stayed at a property then Pillo reserves the right to charge for the extra guest/s at per person per night rate for the total booking nights.

It is important to consider the bed configurations as displayed in the listings. **Only BEDS** can be used for sleeping on (sofabed must have Pillo approval). Linen hire is compulsory for extra beds / sofa beds & is an additional charge to the nightly room rental charged for guests staying. Please contact us regarding any extra bed requirements.

For safety and security reasons it is vital that Pillo has the name of all people who are staying in our properties plus a contact number. Please make sure you send this information to Pillo prior to arrival date, especially if you are booking on behalf of someone else.

## Additional services or item requests.

Please contact Pillo if you would like additional services and/or items. Charges may apply and must be paid before use. If items are used without Pillo approval then you accept Pillo subsequently charging you.

- Beds – Only beds can be used for sleeping on but some of our properties have available additional beds such as sofa beds, put up or roll aways. Please note these MUST BE used with Pillo provided pre-paid linen and Pillo approval given before use. Linen hire is an additional charge to the nightly room rental charged for guests staying.
- High chair & port-a-cots – We do have these available for hire.
- During stay cleans – The apartment is not serviced for the duration of your stay, as cleaning is provided before and after. If you require additional cleaning, we can arrange it for you at an additional cost. For stays longer than 21 days, a guest paid refresh clean and linen change will be required as part of the booking.
- Parking – As per the listing some properties have parking available. Please note this is not guaranteed. Please refer to Parking clauses.

## Any Issues, please ONLY CONTACT PILLO.

All our properties are privately owned and managed by Pillo and are not the responsibility of any complex management or staff, nor are they part of any Hotel. Please respect these people and DO NOT contact them. They may charge you if you do! Please only contact us if you have any questions or issues.

## ACCESS:

### CHECK – IN and CHECK - OUT times.

**CHECK - IN TIME IS AFTER: 3 pm (15.00)** on day of check in

**CHECK - OUT TIME IS BY: 10 am (10.00)** on day of check out

Please note these are strict times, if you arrive early before or leave after the above times, you will be charged a fee of min NZD \$150.

Subject to availability, we may be able to offer an early check - in from 1.30 pm or a late check -out up to 11.30 am. If you require to arrive or leave outside of these hours you will need to book an additional night's stay.

Please contact Pillo with at least 48 hours advance notice if you wish to request an early check – in or late check –out. A charge may apply.

## Access Keys

Please ensure you look after all the access keys, swipe cards and remotes. If these are lost, damaged or taken you will be responsible for full replacement costs plus an administration charge and any associated costs for them to be returned to Pillo.

## Locked out

If you lock yourself out you will be charged a call – out fee + any building management and security charges and any lock smith charges. You may be required to supply proof of identity and booking before being given access. Response time cannot be guaranteed.

## Luggage

Please note we do not have facility to store luggage at our properties.

## CANCELLATION & UNAVAILABILITY POLICY:

### Cancellation Policy

Your full accommodation charge will be charged at time of booking.

Full refund for cancellations made within 48 hours of booking, if the check-in date is at least 14 days away. 50% refund for cancellations made at least 7 days before check-in. There is no refunds for cancellations made within 7 days of check-in or if property has been occupied.

## Property Availability

All our properties are privately owned. Sometimes for unforeseen circumstances these properties can be withdrawn by the Owner after a booking has been accepted. If available, Pillo will offer one of our other properties that is of a similar quality, facilities and value. If this is not possible or acceptable to the booking holder Pillo will refund the rent in full as long as the booking is cancelled prior to occupation.

## **CLEANING AND PROPERTY AFTER STAY CONDITION**

Our property will be spotlessly clean for you. As part of your booking, an after- stay guest clean is included. This is only a light clean and we request you leave the property in a clean and tidy state with all dishes cleaned and put away and beds left unmade, a table and bench tops cleared

All rubbish must be placed in either the Apartment building's main rubbish room or property's outside collection bins. We encourage you to separate out recycling from waste and dispose of these in the appropriate bins.

If the property is not left in a clean and tidy condition and rubbish removed as instructed you will be charged additional cleaning fees.

The apartment is not serviced for the duration of your stay, as cleaning is provided before and after. If you require additional cleaning, we can arrange it for you at an additional cost.

For stays longer than 14 days, a guest paid refresh clean and linen change will be required as part of the booking.

### **Amenities:**

This property is not serviced. Short stay is about self-catering but we do provide a small array of amenities to support you for your first day. These are not replenished during your stay. If additional amenities are requested a charge may apply.

### **Breakage, Damage, Misuse, Spills & item removals**

We know you will take extra care of our property and the contents but please note as a guest you take full responsibility and liability for the property and its contents during your stay. The guest is liable for any breakages or damages to the property or part thereof or any chattels therein or removal of items from the property that may occur during the guests occupation of the property. The guest is liable for any costs of repair and replacement thereof shall be payable by the guest to Pillo.

Please notify us immediately if there are any damages or spills that occur. Please do not attempt to repair or clean up without prior consultation with Pillo. You will be required to make payment for any additional damage you cause due to attempting to clean issue.

### **Mail and packages**

Sorry, this property cannot be used for receiving any mail or packages. Pillo will not forward any mail or packages. It will be returned to sender at your cost.

### **Left property**

Please ensure you check before leaving that you and all your party have all your possessions. If you do leave something behind, where possible, Pillo will attempt to retrieve and return it to you. Return will be at your cost and must be pre-paid. Please note any retrieved items will only be held for one month before being disposed of.

### **Parking**

Where referred to in the listing, some properties have access to a car park. This must be requested at booking, pre-approved by Pillo and pre-paid. Availability is limited and controlled by Pillo and is not guaranteed.

If your booking includes a car park/s, please note Pillo takes no responsibility whatsoever for any vehicle/s (Inc rental) used in the car park. Any damage and related charges incurred to this (Inc rentals) vehicle or by you or associates to other vehicles or property or the car park, is your responsibility & liability.

Please park as instructed including any restrictions re the type and size of car. You take full responsibility and liability including all charges, if any vehicle associated with you is parked in the wrong parking spot. This includes any towing and associated charges.