

Jet Park Hotels- Standard Terms and Conditions:

Rates:

- A. Rates apply to bookings directly with the Hotel, unless expressly indicated in your rate contract, where GDS or other distribution rates apply.
- B. Commission on rates is indicated under [Commission:] on your rate contract, or in online rate terms and conditions, and is either net – non-commissionable or commissionable on an individual basis.
- C. All Rates are subject to availability and subject to any block-out periods as decided by Jet Park Hotel. Block-out periods are subject to change without notice.
- D. Rates quoted are for two (2) adults, extra adult charges of \$25 per person apply above two adults.
- E. Children 16 years and under, if sharing existing room / bedding with adults stay free of charge.
- F. Rates are quoted in New Zealand Dollars and include 15% GST or as legislated.
- G. Any rate inclusions will be indicated in the Rate Contract under [Inclusions], or in the online rate terms and conditions.
- H. Any Food & Beverage pricing and meal rates indicated are valid at the time of contract issue, and are subject to change without notice.
- I. Booking with Jet Park Hotel is deemed acceptance of the rate terms, and the Standard hotel terms and conditions.
- J. Standard Hotel Terms and Conditions are subject to change without notice.

Standard Booking Guarantee and Cancellation- Jet Park Hotel Auckland:

- A. All non-confirmed bookings will be held up to 2pm on the day of arrival. Any bookings that have not been guaranteed by FIT, agent or company will be released by 2pm on the day of arrival.

Cancellation Policy:

- B. For FIT (Free Independent Travellers), OTAs (Online Travel Agencies), Wholesalers and Inbound Operators: All cancellations must be made by 2pm (local time), 48 hours prior to arrival. Any cancellation made after will incur one-night accommodation charge.
- C. For Travel Agents and Corporates: If the bookings have been guaranteed by credit card, voucher, IATA or company charge-back, the room will be held until 10am the following day. Any bookings that have been guaranteed and are not cancelled by **2PM** on the day of arrival, nor taken up by the client, will incur a cancellation fee of **ONE NIGHT** accommodation.
- D. **No show Policy:** In the event of NO show, the first night's accommodation will be charged.
- E. **Seasonal Promotions and Stay Saver Cancellation policy:** All bookings must be prepaid and are non-refundable even if the booking is cancelled or modified.

Standard Booking Guarantee and Cancellation- Jet Park Hotel Rotorua:

- A. All non-confirmed bookings will be held up to 2pm prior to the day of arrival. Any bookings that have not been guaranteed by FIT, agent or company will be released by 2pm prior to the day of arrival.

Cancellation Policy:

- B. For FIT (Free Independent Travellers), OTAs (Online Travel Agencies), Wholesalers and Inbound Operators: All cancellations must be made by 2pm (local time), 48 hours prior to arrival. Any cancellation made after will incur one-night accommodation charge.
- C. For Travel Agents and Corporates: If the bookings have been guaranteed by credit card, voucher, IATA or company charge-back, the room will be held until 10am the following day. Any bookings that have been guaranteed and are not cancelled by **2PM** prior to the day of arrival, nor taken up by the client, will incur a cancellation fee of **ONE NIGHT** accommodation.
- D. **No show Policy:** In the event of NO show, the first night's accommodation will be charged.
- E. **Seasonal Promotions and Stay Saver Cancellation policy:** All bookings must be prepaid and are non-refundable even if the booking is cancelled or modified.

Group and Long Stay Guarantee and Cancellation:

- A. No cancellation penalty for bookings cancelled 30 days prior to arrival.
Any cancellation made within 30-14 days prior will incur 50% accommodation charge.
Any cancellation made within 14 days prior will incur 100% accommodation charge.
In case of No shows, one-night accommodation will be charged.
- B. All confirmed group and long stay bookings (5 continuous days or more) that have not been guaranteed by FIT, agent or company will be released 7 days prior to arrival. If the bookings have been guaranteed by credit card, voucher, charge-back or re-confirmation by phone, fax or email, the room will be held until **10AM** on the second day after scheduled arrival. Any bookings that have been guaranteed and are not cancelled **7 days prior** to arrival, nor taken up by the client, will incur a cancellation fee of **TWO NIGHTS** accommodation. Note: **Long stay rates are to be booked direct with Hotel only.**

Contracted Rate Term, Termination and Volume Conditions:

- A. Contracted rates are based on an annual take-up as indicated on the Rate Contract under [Room night volume]. Jet Park Hotel reserves the right to review and adjust this rate within the contract period if the agreed quantity is less than half this amount in the first 7 months.
- B. Termination of a contracted rate agreement can be done by either party giving the other party 3 months written notice.
- C. The Contracted Rate Agreement is valid for the duration shown on the agreement rate table under [Valid dates] and only if a rate acceptance confirmation is completed or a signed copy is received by Jet Park Hotel.
- D. Contracted rates as quoted are confidential to Jet Park Hotel, and the intended recipient and may not be disclosed to any other party.

Definitions:

- A. **Travel Agent:** Means- a registered travel agent, employed with an IATA registered agency / TMC (Travel Management Company).
- B. **Travel Booker:** A person who is employed by a company to make travel bookings whose function may also include booking accommodation.
- C. **Industry person:** Means- a person whom is in the travel, hotel or tourism industry, and is not a Travel Agent.
- D. **Contracted Rate:** Means- an official rate, contracted from Jet Park Hotel that is not a Dynamic, Online or Best Flexible Rate.
- E. **Group:** Means- any booking which is for 5 or more rooms for one person, organization or agency on any given single date, where the bookings are related.

Wedding Package and Group Rate Conditions:

- A. For wedding packages, for every 10 rooms booked, confirmed and paid for by the venue; one room will be extended **free of charge** (room only).

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