



Quality Inn West End

Full Booking Terms and Conditions

Arrival & Departure Times:

Check in is from 2 pm. (14:00 hours)

Check out time is strictly 10.00 a.m.

Online bookings (Including third party websites)

The hotel agrees to provide you with the booked accommodation in exchange for payment of the agreed rate at the time of booking.

Rates quoted on this site and third party sites maybe subject to strict payment conditions at the time of booking.

A **minimum** of 10% non refundable deposit is due at the time of booking.

You will be bound by the terms of the specific rate plans you choose. Please choose carefully.

For cancellations please refer to the Cancellation Policy below or to the site where your original booking was made.

Quotes

A **quote** provided by any representative of the hotel staff does not constitute a booking.

Quotes are based on room only unless specified and are subject to availability at the time of booking.

Room Rates

All rates quoted on this website and by the hotel are inclusive of Goods & Services Tax (GST) **unless stated otherwise**.

All rates quoted are based on a **maximum** 2 adults per room.

An 'extra adult' rate of \$20 inc. GST per person, room only, will apply to additional persons 16 years and over.

Rates quoted on this site are non-commissionable.

Rates quoted on this site are valid for the dates specified only.

All rates are 'room only' unless otherwise stated. 'BB' or 'Breakfast included' rates mean full cooked breakfasts. Persons not included in the original booking will be charged at the standard rate per person.

Family Packages referred to on this site mean 2 adults and 2 children up to the age of 12 or per ticket conditions where passes apply.

Special Event Rates

Bookings for dates that fall into '**Special Event**' periods, where the hotel expects a high level of demand, such as All Blacks games at Eden Park or concerts at Western

Springs. **No Discounts apply**. Rates are set according to demand and only confirmed bookings will be taken. A minimum of 10% non refundable deposit is required at the time of booking with the balance payable on arrival. Individual terms and conditions will be given at the time of booking.



Booking Policies

Tentative bookings are valid for a maximum period of 48 hours from the date of enquiry and does not constitute a booking.

Hotel services including accommodation will not be sold to persons under the age 18 years old. Proof of age maybe required.

Persons under the age of 18 years may not occupy a room on their own unless accompanied by parents or legal guardian staying in a separate room that have given permission.

A confirmed booking or acceptance of offer by the hotel staff, it's website or third party representatives consitutes a legally binding agreement as per the terms as published.

Corporate On-line Room Rates vs Guaranteed Rates

Corporate clients are welcome to take advantage of on-line specials, however we cannot offer on-line discounts as well as a charge-back facility, free upgrades or guaranteed corporate rates. On-line bookings are subject to strict payment terms at the time of booking. Cancellation policy applies. To enquire about guaranteed corporate room rates please phone reservations on 09 378 9059 please click here: [Corporate Preferred](#)

Child Policy

Children 15 years and under can stay free of charge, in the same room as their parents, using existing bedding. If extra bedding is required (i.e. a rollaway bed) an Extra Person Rate of \$20 inc. GST for each person will apply.

Long Stay Policy

Long stay rates are available at the hotel's discretion to any persons staying a minimum of 4 nights. Click here to enquire: [Long Stay](#)
Weekly unserviced rates are also available for a minimum 7 night stay.
Click here to enquire: [Weekly Rates](#)

Non Payment

In the event of non payment of any monies owed not paid in accordance with the above terms and conditions after departure the named guest or signatory of the registration card (legally binding contract) shall pay any interest on monies owed at 11% per annum from the due date until actual payment. The undersigned also pays all costs, court costs and collection fees incurred by the owner in enforcing its rights.

Bond Policy

All non guaranteed reservations (ie: No Credit Card Security) are subject to a \$100.00 bond. In addition to full payment upon arrival you will also be required to pay the Bond. The Hotel reserves the right to cancel your reservation if you are unable to comply with this policy. The hotel reserves the right to waive the bond requirement at its discretion.

Please note a VISA Debit Card will not be accepted as it is an Eftpos Card that allows you to make purchases online.



Cancellation Policy:

Guaranteed reservations must be cancelled no later than 6pm on the day of arrival. All cancellations must be received in writing (email or fax) we will reply with a cancellation number. If you are running late please call us. Cancellations without written notice may incur a fee equivalent to one night's accommodation.

Tentative bookings do not constitute a confirmed reservation. Tentative bookings can be accepted at the discretion of the Hotel. Tentative bookings will be held for a maximum of 48 hours. Tentative bookings will be cancelled if not confirmed within 48 hours.

Non-Guaranteed reservations (Ie: No Credit Card or Account facility) will be released for resale from 6pm at the discretion of the hotel. If you are running late please call us otherwise you may lose your reservation.

Flybuys & Loyalty Rewards Programmes

The Quality Inn West End accepts:

Choice Privileges, Flybuys NZ, Air NZ, AA Rewards, Velocity & Qantas Frequent Flyers. You can only earn rewards on one programme listed above at any one time.

Some programmes are restricted to specific rate plans for more information visit [Choice Hotels Australasia](http://ChoiceHotelsAustralasia.com) website. www.choicehotels.co.nz

Flybuys points are available to any registered guest.

Corporate guests may earn points on a corporate Flybuys card.

You cannot earn points in the following situations.

Guests paying their bill by redeeming Flybuys or any other loyalty programme points.

Guests receiving an association membership discount.

Guests earning points on another loyalty card on the same booking (AA, Qantas, Velocity, Choice Privileges etc.).

Guests who have not finalised payment of their account.

Guests who have booked under Flybuys restricted Choice Hotels rate plans.

Please note these terms and conditions and "offers & promotions" on this website are outside of the **Standard Choice Hotel Rate Plans eligible for points** are specific to this property and this property only. Points outside these plans are allocated at the discretion of the Quality Inn West End. For further information on standard earnable rate plans please contact Choice Hotels directly on 0800 803 524.

Terms and conditions updates:

The Terms and Conditions of the Quality Inn West End are continually reviewed and updated to meet the ever changing needs of the hospitality industry, industry standards and industry accepted practises. The terms and conditions that appear on this website will be the most up to date and accurate information available and therefore will override any information provided by third party suppliers or websites.