



PALM BEACH CHALETS

EXPERIENCE THE MAGIC OF WAIHEKE ISLAND

GENERAL INFORMATION | TERMS & CONDITIONS

Summer Restaurant Hours:

Breakfast: Monday to Sunday: 8:00 AM – 11:00 AM

Lunch: Wednesday to Sunday: 12:00 PM – 4:00 PM

Dinner: Wednesday to Sunday: 4:00 PM – Late

For full menu details please visit our website www.waihekeresort.co.nz

All our rooms are furnished with KING-SIZE BEDS. If you prefer a configuration with two single beds, please contact your reservation host at least 48 hours prior to your arrival date to request this adjustment.

NOTE: splitting beds does incur a charge of \$15 NZD per bed inc.gst.

ALSO NOTE that we cannot guarantee bed splitting facilitation if requested within 48 of arrival & if possible, late split requests will incur additional labour related fees (*).

We are looking forward to welcoming you to the Palm Beach Chalets

To make your stay with us even more enjoyable we have a range of services available:

- > Velectrix E-bike rental (includes safety helmet & bike lock)
 - Half day hire \$50 per bike
 - Full day hire \$75 per bike

Please enquire with us directly if you would like to add any of those items to your stay.

How to get here:

Pedestrian

Ferries regularly depart from and to Auckland's Queen's Wharf.

You can book your tickets and check the timetables clicking on the following links:

www.fullers.co.nz

islanddirect.co.nz



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Bringing own car

Sea Link Ferries departing from Half Moon Bay &/or Hamer St CBD provide car transportation from Auckland to the Island. You can book the tickets on the following link:

www.sealink.co.nz

Parking

Free car parking is available on our premises, but this is limited & based on first in first served policy. The Waiheke Island Resort won't be responsible for any damage caused to the vehicle while staying with us

Other transportation

> Busses - Refer to the Waiheke Bus timetable, available at this link:

<https://at.govt.nz/media/1976655/waiheke-bus-timetables.pdf>

> Taxi - We recommend the following companies:

- Kiwi Connect - **021 492 016** / www.kiwiconnect.co.nz

- Waicabs - **027 924 2227**

Bookings & Cancellations

- Non-refundable rate - If you have selected this rate option, payment is due on booking confirmation, and is not eligible for a refund for any reason.
- Pay on booking with free cancellation rate - If you have selected this rate option, payment is due on booking, and cancellation is free up until 14days prior to your arrival and a full refund will be provided. Cancellations made within 14days prior to your arrival will not be eligible for a refund.
- Pay later with free cancellation rate - If you have selected this rate option, payment will be due 14days prior to your arrival . Cancellation is free up until 14days prior to arrival. Cancellations made within 14days prior to your arrival, will not be eligible for a refund.
- No cancellation refund will be offered for guests who have contracted Covid-19.



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- All bookings incur a one time \$99 cleaning fee, which will be charged at the payment due date. This covers cleaning staff to facilitate the arrival setup and exit clean only and does not include daily servicing or linen changes. This cleaning fee is eligible for refund for all cancellations made prior to 48 hours of your arrival under any rate plan.
- Add-ons confirmed at the time of booking are subject to availability. Add-ons can be cancelled up until 14days prior to your booking arrival. Cancellations made within 14days of your booking arrival will incur the full cost of all add-ons and your card on file will be charged along with a 3% credit card surcharge.
- Third party services booked on your behalf, will be subject to their own booking conditions and all conditions will be provided to you at the time of booking.
- All additional extras incurred during the stay will be charged to the card on file on checkout along with a 3% surcharge.
- All rooms are sold as unserviced rooms. Please elect daily servicing at the time of booking confirmation, should you wish to have servicing included during your stay. Alternatively please contact reservations no later than 14days prior to your arrival should you wish to add daily servicing after you have confirmed your booking.
- (*) Additional charges may apply for deviations from our regular checkin and check out hours.
- All units are non-smoking. Smoking in the unit will incur a minimum fine of \$250.
- Additional cleaning found to be over and above standard cleaning duties e.g. vomiting, soiling or wetting the bed, will incur a minimum additional cleaning charge of \$150.