

Terms & Conditions

At Tirohanga Nui, we are committed to creating an unforgettable luxury escape. Please take a moment to familiarise yourself with our inclusions, and policies, to ensure the best possible stay.

We invite you to consider Tirohanga Nui your home away from home. Every stay includes a thoughtfully curated and uniquely inclusive package:

What's Included

- Architecturally designed luxury, featuring commissioned Māori art pieces, celebrating the heritage of three of Maree's mokopuna (grandchildren)
- Daily continental breakfast, served between 7.30am and 9.30am
- In Room refreshments – Bottled water, mixers, juices, and nibbles
- Any purchased beverages charged to individual rooms are payable prior to departure

Lodge Facilities for Guests to enjoy full access to

- Spa Pool, Dining Room, Lounge, East and West Patios, and Media Room
- Wi-fi and smart TV
- Electric vehicle charging – (Guests need to bring their own adaptor)

Consumption of Outside Food on Site

- We encourage Guests to enjoy the exceptional dining experiences offered by our local restaurant partners. To maintain the luxury guest experience, and preserve the ambience and presentation of Tirohanga Nui, we ask that consumption of food be enjoyed in the shared guest dining area. We encourage foods without strong odours, to preserve the fresh and tranquil environment.
- If you are facing a late arrival, or have specific medical dietary requirements, please discuss with us prior to your arrival, and we may be able to help with your choices.

Host Responsibility

To maintain the refined atmosphere, we kindly ask that:

- Appropriate glassware provided to be used, if you choose to enjoy wine, beer, or spirits, in the shared guest areas.
- Guests are encouraged to consume alcohol respectfully, to maintain the comfort, safety and enjoyment of other guests, and enjoy the peaceful and sophisticated environment Tirohanga Nui.

Quiet Hours

- To ensure a peaceful and relaxing stay for all Guests, we ask that quiet hours are observed between 10pm and 7am. During that time, we kindly request that conversations, music, television volumes, music, and phone calls are kept to a minimum.
- We ask that guests avoid gathering or socialising in the outdoor areas after 10pm, to avoid disturbing others.

Hall Table Upstairs

- Local attraction brochures and complimentary treats and amenities, including a mini first aid kit, throat lozenges, sunblock, glass cleaning kit, playing cards, and a sewing kit (Panadol available on request).

Check-In/Check-Out

- **Check in:** is between 3.00pm and 7.00 pm (unless arranged in advance)
- **Check out:** By 11.00am (unless arranged in advance)
- Early arrivals and late departures may be possible by prior arrangement.

Reservation Confirmation

- A **50% deposit** of the full tariff is required to confirm the Reservation, along with guest names.
- The balance of non-refundable payment is due **30 days prior** to your arrival, OR upon reservation, if made within 30 days of stay.
- For Festive Season reservations, (including Steampunk, Jazz and Blues, and Victorian Heritage Festivals) a 50% deposit is required to confirm the Reservation, with the full non-refundable balance due **60 days prior** to arrival.
- For bookings made within the **60-day** period for these dates, full non-refundable payment is required to confirm the reservation.
- Payment by **Visa** or **direct bank transfer** (all associated fees are the guest's responsibility).
- All rates are quoted in **New Zealand Dollars (NZD)** and include **15% GST**.
- Rates are per night, based on two guests, and include breakfast, servicing, and full use of Lodge Facilities.
- Direct Deposit Details: ANZ Bank Account: 06-0889-0302053-00
- Swift Code: ANZBNZ22

Cancellation Policy

Due to our intimate size, cancellations have a significant impact. Travel insurance is strongly recommended.

- Cancellation received **fewer than 60 days** prior to arrival: incur a 50% cancellation fee
- Cancellations received within **30 days** prior to arrival: incur a 100% cancellation fee
- **FESTIVE SEASON** – and Festival Weekends – cancellations received within **60 days** of the date: incur a 100% cancellation fee

All Bookings:

- Guest numbers must be confirmed **at least 30 days** prior to arrival
- Credit card details are required to cover any applicable cancellation fees
- Minimum stay – **1 night** (Except **2 nights** Festive Season, Statutory Holiday Weekends and Festival Weekends, and Exclusive Use).

Exclusive Use

- Full exclusive use of Tirohanga Nui Lodge can be arranged, minimum **2-night** stay.

Dietary Requirements

Please advise any special dietary needs at the time of booking. We will do our best to tailor breakfast, and in room provisions to your preferences.

Visitors

As a boutique luxury retreat, guest privacy is paramount

- For pre-stay visits, please contact us to schedule an appointment.
- Group bookings may host visitors with prior approval
- Individual room bookings may request approval to host visitors – approval is not guaranteed and depends on other guests staying at the Lodge.

Parking

- On-site parking is limited. Please be courteous to other guests when parking under the veranda (in front of the garage doors).
- After parking, please proceed to the Lodge's front entrance, for check-in.
- If arriving with a **private driver**, please advise the Lodge of the driver's name, contact details, and expected arrival/pick-up time.
- The Lodge is gated, with PIN code and intercom access.

Children & Pets

- Tirohanga Nui Lodge is an **adults-only** retreat (18+), family arrangements may be able to be made for Exclusive use, please discuss this prior to your booking.
- No pets are allowed, out of respect for other guests.
- Our resident dog Zoey, a friendly, chocolate cavoodle (hypo-allergenic), lives on site.

Wellness & Tranquillity

- **No smoking or vaping** anywhere on the Lodge property.
- Designated spa towels can be found in your suite, and designated glassware (available on request) are only to be used in the **spa area**.
- No stiletto heels due to wooden floors.
- Guests are encouraged to enjoy the property respectfully, mindful of other guests, and the peaceful environment we provide.

Disclaimer

All information provided on our website, and in this document, is accurate at the time of publication, but may change without notice. Tirohanga Nui Lodge reserves the right to alter services, rates, booking terms, and conditions without notice.

We may amend, reschedule, or cancel bookings, due to force majeure, or unforeseen circumstances. Tirohanga Nui Lodge does not manage, nor guarantee any third-party services or representations. Responsibility for such lies solely with the third-party operator.