



Terms & Conditions

We welcome your booking at The Marlborough. Please see below for our payment terms and cancellations policy.

The Tariff Includes:

- Accommodation in a Premium, Deluxe or Queen Room
- Pre-dinner drink and canapés each evening
- Full breakfast each morning
- Complimentary minibar - includes wine & beer
- Daily service of room and evening turndown service with sweet treat
- Complimentary Hi speed Wi-Fi use throughout the property
- Use of on-site facilities i.e. swimming pool (heated Oct-Mar), penthouse, croquet, tennis courts, walking trails in the 16 acres of gardens and vineyards, private Chapel bar, large outdoor fireplace
- New Zealand Goods and Services Tax (GST)

Rooms

The Marlborough has 10 Rooms:

- 6 x Premium Rooms (4 on 1st floor and 2 on ground floor),
- 1 x Deluxe Room (1st floor)
- 3 x Queen Rooms (2 ground floor one of which is an accessible room and 1 on 1st floor),

1 x Twin Room which interconnects through a bathroom to a Premium Room (1st floor) is our Family Room the twin room can only be booked in conjunction with that Premium Room.

- Each Room (except the Twin Room) has its own private ensuite featuring toilet, large walk-in shower and vanity. Premium and Deluxe Rooms also have a large separate bathtub and twin basins.

- The Premium & Deluxe rooms have a King bed - with the Premium Rooms being configured as double or twin bed, Deluxe room has a King bed which is not splittable. The Queen Rooms have a Queen Bed which are not splittable.

- All Premium & Deluxe rooms are furnished with comfortable lounging chair(s), wardrobe, mini-fridge, Nespresso coffee machine and tea making facilities and safe

- Queen Rooms are furnished with wall hanging space (no wardrobe), mini-fridge and Nespresso coffee machine and tea making facilities.

- All rooms have under floor heating in ensuites and individually controlled air conditioning in room and all rooms have openable windows.

Room Size/Capacity

All Rooms have a maximum capacity of 2 Adults.

Premium Rooms have a normal capacity of 2 Adults. However, for an additional charge, by arrangement a max of 1 child (aged 5 - 10 years) can be accommodated on a rollaway bed (a max capacity of 2 adults & 1 child in Premium Room). Please enquire if you wish to add a rollaway bed reservations@themarlborough.co.nz

Seasons:

- **Festive Season** 23 December - 5 January
- **Peak season** 1 October - 30 April
- **Low Season** 1 May - 30 September

Minimum Length of Stay

23 December - 5 January (Festive Season) 3 night minimum stay.

1 October – 22 December & 6 January – 30 April (Peak Season), 2 night minimum length of stay.

Outside of this there is no minimum length of stay - any questions please contact us reservations@themarlborough.co.nz

Check in / Out

Check in is available from 2.00pm. Check out is available until 11.00am. Enquire whether early check in or late check out is possible. We do not accept Check in's or Check out's on 25 December (Christmas Day)

Child Policy

Children five years and older are welcome to stay when we have other guests. Children of all ages are welcome when The Marlborough is booked exclusively. We offer a Family Room option by arrangement - please enquire.

Payment Terms Standard Payments

- A deposit payment of 10% is required at time of booking to confirm the reservation.
- All bookings for The Marlborough must be paid in full 30 days prior to the date of stay.

Festive Season Payments

This applies to the festive season date range of 23 December to 5 January:

- 25% non refundable deposit at the time of booking to confirm reservation
- Balance of payment 90 days out from the date of stay

Group Bookings & Exclusive Use

Please contact us at - reservations@themarlborough.co.nz

Cancellation Policy Standard Cancellations

- Cancellations more than 60 days out from the date of stay – your 10% deposit will be fully refunded less a \$150 administration fee.
- Cancellation within 60 – 30 days from the date of stay – your 10% deposit will be forfeited.

- Cancellation within 30 days from the date of stay – cancellation fee of 100% of total payable will be charged.
- Administration fee of \$150 per booking is payable on all other cancellations

Festive Season Cancellations

This applies to the festive season date range of 23 December to 5 January:

- Cancellations made from date of booking until 90 days out - loss of 25% deposit
- Cancellation within 90 days from the date of stay – Cancellation fee of 100%.

Special Covid Cancellation Policy - where the NZ Govt has directed that travel may not occur from your location in NZ due to a lockdown or if The Marlborough is unable to accept guests due NZ Govt lockdown ruling The Marlborough will transfer the amount paid towards a new booking on an alternative date or will refund less \$150 administration fee.

Group Bookings & Exclusive Use Cancellations Policy - provided on booking request - reservations@themarlbrough.co.nz

