

COTTAGE BOOKINGS TERMS AND CONDITIONS

BOOKING POLICY & PAYMENT TERMS

- Cottage bookings must be paid for at the time of reservation to secure and confirm your accommodation.
 - A surcharge of \$80 will be incurred for a stay of one night.
 - Our cottage has no kitchen facilities, but we can deliver a sumptuous breakfast basket for \$40 per day or a winemaker platter for \$89 to dine in, if booked in advance.
 - Public holidays: Check in / out is not possible on a public holiday and thus requires a minimum stay of 2- or 3-night stay (e.g., Xmas and New Year 2022).
 - A surcharge of 15% on the accommodation is charged each night of a Public Holiday.
 - The cottage is non-smoking, but smoking is allowed on the verandah.
 - The cost of any damage or loss by guests to the cottage, antiques, furniture, decoration, equipment, appliances, and utensils will be added to your account/bill/credit card. If excessive cleaning over and above normal requirements will force us to pass this cost on.
 - Each amendment of a booking by the guests will incur a \$50 administration charge.
- Please note our cottage is unsuitable for children.

PRICING

- All prices are in NZD and include 15% GST
- All transactions (bookings and cancellations) are in New Zealand dollars. Hans Herzog Estate does not accept payment in any other currency and cannot accept any liability for fluctuations in exchange rates between booking and cancellation transactions taking place.
- Payment may be made by credit card or monetary transfer into our nominated bank account:
- Bank account details for Herzog Wine Collection trading as Hans Herzog Estate:
- ANZ Swift #ANZBNZ22
- ANZ Bank NZ Ltd
- Account 01 0598 0133616 00

CANCELLATION AND REFUND POLICY

- We only have one vineyard cottage and cancellations affect us hugely. We do have to enforce our cancellation policy and we strongly advise that you have travel insurance to cover any unforeseen changes to your travel plans.
- If a cancellation is made less than 60 days prior to your arrival, 100% of your entire stay will be charged.
 - All cancellations will incur a 2.5% credit card transaction fee. Refunds will only be made to the credit card used to make the reservation.
 - Moving a booking to a future date may be possible. Before cancelling, please contact us to discuss this option. Each amendment of a booking by the guests will incur a \$50 administration charge.
 - Where government-imposed sanctions restrict or deny the ability to travel, our cancellation policy will still apply. However, in these circumstances any cancellation fees incurred will be held in credit to be used within the following 12 months.

LIMITATION OF LIABILITY

To the extent permitted by law, neither Hans Herzog Estate nor any other party involved in providing an experience will be liable to any person for any loss, damage, or personal injury (including special, consequential, or indirect loss) incurred or sustained as a result of or in connection with a private experience, including if a private experience is cancelled or unavailable for any reason

ACCEPTANCE AND NEW ZEALAND LAW

By booking an experience with Hans Herzog Estate, you are taken to have accepted and are immediately bound by this agreement. This agreement is governed by New Zealand law. The law of New Zealand only will apply to any issues relating to or arising out of this agreement and each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of New Zealand.