

**Deposits**

A 25% percent, non refundable, deposit is required to secure all bookings. This is due within 28 days of your booking information being sent to you. If the deposit is not paid by this time, your booking will be cancelled and made available to other guests.

You can pay your deposit by:

**Credit card:** Please use the paynow button at the bottom of the invoice.

**Cheque:** advise us that your cheque is in the post.

**Internet Banking:**

Account Name: Our Lady's Home of Compassion

Account number: 02-0500-0022193-04

Particulars: Name

Reference: Booking ID

**Fees:**

Please note that all rates are subject to change without notice. However, we will do our best to notify you of any increase to our rates as soon as possible. While we do our best to accommodate your needs and requests, it is sometimes the case that your selected room may be changed for operational reasons.

**Cancellations**

Cancellations can be made up to 11 working days out from the start of the booking. If made after that time, the full booking cost will be charged. If your catering or accommodation numbers decrease after the 11 day cancellation cut off time, the higher catering or accommodation numbers will be charged (this includes any changes during your stay).

**COVID-19**

If you are no longer able to travel due to COVID-19 related developments, such as:

- you become sick with COVID-19 or someone immediately connected to you does and you are forced into self-isolation, or
- an Alert Level change means travel becomes impossible, or
- there is a Government mandate for you not to travel in your local area/region or the area you intend to travel to.

You must make contact with us as soon as possible. We will hold any payment already made (deposit or full) and assist you with finding new dates within a 12 month period.

In the case of a request for a COVID-19 related amendment, guests may be requested to provide a medical certificate to confirm the medical grounds on which the request is based.

**Catering**

We take great care to provide food that tastes great, is packed with nutrition and is good for the environment. Our menu covers a mix of meat and plant-based meals that include gorgeous salads, super greens, ancient grains and nuts. Each week, our lunch main and light evening meals include a range of soup, frittata, quiche, dahl, pasta, brioche and more. We serve fish on Friday's and one other meat-based meal per week. Please discuss with us any questions you might have about the menu. All dietary needs must be confirmed 11 working days prior to the start of the booking.

**Arrival and departure**

On check in, please sign the guest registration form.

Check in is from 1pm. Check out is by 9am. An estimated time of arrival is requested. Reception hours are 8.30am to 4.30pm. Please advise Reception if you will arrive outside these hours.

**Security**

Our Lady's Home of Compassion accepts no responsibility for lost items left in rooms or vehicles, nor contacting the owner of these items. Any items found will be kept for one month and then disposed of. Please ensure all exit doors remain locked after 5 pm. Security checks of external doors are completed during evening hours.

Upon arrival, you will be issued a security swipe card. This card must remain in your care and be returned upon checkout. If your card is lost or broken during your stay, a \$10 charge for its replacement will be added to your bill.

If you have any queries about your booking please get in touch with us. We look forward to welcoming you to Our Lady's Home of Compassion.

Kind regards,  
Our Lady's Home of Compassion