

Masonic Hotel –Terms and Conditions

Masonic Hotel will accept your reservation subject to the following terms and conditions.

Masonic Hotel reserves the right to change, modify, add or remove sections of this website and these terms and conditions at any time without notice or liability. Reservations you make will be made subject to the terms and conditions that apply at the time a booking is made.

Masonic Hotel is not responsible for currency conversion and therefore any questions regarding currency conversion must be directed to your bank or credit card company.

Reservation Requests

All requests (such as accommodation, balcony or car parks) are subject to availability. Masonic Hotel reception will reply, within 36 hours and via email, to confirm or decline your request.

Deposit / Guarantee Payment Policy

Your credit card details will act as the guarantee of your arrival at our property. The guarantee ensures that your reservation will be held from 2pm on the day of arrival until 10am the following morning. If you have not arrived at the Hotel by 10am the following day you will be considered a non-arrival. Then 100% of your stay amount will be taken from your credit card. No refund for any unused accommodation will be given.

Payment Policy

Upon departure we ask for full payment of your accommodation and all other charges (such as for food and beverages and other hotel services) by credit card or cash. Cheques will only be accepted by prior arrangement with management of the hotel.

Cancellation Policy

Should you cancel your personal reservation 48 hours before your arrival date no cancellation fee will apply. Reservations cancelled within this period are subject to our cancellation fee of the full amount of the first night's accommodation you have booked for each room booked.

On-line reservation cancellations must be made by going back on-line, inputting your unique reference number, pulling up your reservation and cancelling it.

Check In Policy

Check in time is from 2pm New Zealand time on the day of arrival. You may attempt to check in prior to 2pm, but we do not guarantee that your room will be available for your use prior to this time.

You will be required to provide either a credit card imprint at the time of check in as security for any extra charges you may incur while at the hotel. If you do not have a credit card available at check in then you will be required to pre-pay the full accommodation amount. There are no exceptions to this policy.

Check Out Policy

Check out time is 10am New Zealand time on the day of departure. Requests may be made at the time of check in for an extension to this time and will be considered on a case by case basis. The hotels decision on any extension of check out time is final. Extra charges may apply for any extension to check out time at the discretion of the individual hotel.

You may request your credit card imprint back from the hotel at the time of check out, otherwise it will be disposed of in a secure manner by the hotel at the time of check out.

Tax Information

New Zealand Goods and Services Tax of 12.5% is included in all amounts shown and charged to your credit card. Masonic Hotel is required by New Zealand law to charge 12.5% Goods and Services Tax on all goods sold or used within New Zealand.

Errors and Omissions

Any reservation made on the Masonic Hotel online booking website is made at your own risk. As you are entering information directly into the Hotel reservations system, all information entered by you will be assumed to be correct and final. Any errors or omissions will be the responsibility of the person entering any information into our online system. Masonic Hotel will not be held responsible nor will Masonic Hotel accept any financial liability for any errors or omissions in the information provided.