



VAIANUI VILLAS

Terms and Conditions

Reservation Policy

*All reservation requests are subject to confirmation

Payment

We accept credit/debit card, bank transfers and PAYPAL. The total charge for your stay will be deducted to confirm booking. Please note cancellation policy when making booking.

A cleaning fee of \$100.00 is charged per booking. The villa will receive a full clean upon checkout.

A mandatory bond of \$200.00 is required if you have booked through our website. The bond will cover any additional costs incurred, including but not limited to any breakages, damage or excess cleaning requirements or additional guests that are not registered.

All payments are in NZD and include Cook Islands VAT of 15%.

Villa check in and check out times

Check in time is 2pm
Check out time is 10am

Early check in is subject to availability, and is from 6am - 2pm at a charge of \$150. Late check out is subject to availability, and is from 2pm - 6pm at a charge of \$150. Check out after 6pm is considered a full nights rate.

We have a self-check in policy, and check in details will be sent to you closer to your stay.

Please note there is a minimum 5 night stay per booking.

Each villa accommodates a maximum of 4 guests. The owner must be notified if there are extra guests. Extra guests will be charged \$50 each per night.

Children

The property is family friendly and able to accommodate children.

No parties

We ask that guests have consideration for neighbours - late night parties are not permitted. Rowdy behaviour or ill treatment of premises will not be tolerated. Noise is to be kept to a minimum after 10pm.

Pool

We ask that guests have consideration for neighbours - use of the pool is not permitted after 10pm. While the property is able to accommodate children, it is your responsibility to keep your child safe from the pool area as it is not gated.

WiFi

The property is equipped with a WiFi Hotspot which incurs an additional cost. Guests are welcome to purchase Vodafone "WiFi data" at any of the local Vodafone outlet resellers to stay connected.

Air Conditioning

Air conditioning is available in the bedrooms. If you have booked via our website, air conditioning is included in your stay. If you have booked via Air Bnb, air conditioning is an extra cost of \$20 per night and is payable in cash on arrival.

BBQ

The BBQ must be cleaned before you check out.

Housekeeping

Extra linen (sheets/towels) is provided after 4 nights (for stays 7 nights or more).

Property

The premises are to be used for holiday purposes only. No commercial activity is to take place at the property.

No Smoking

Strictly NO SMOKING inside the villa. Smoking is permitted outside only. Use the ashtray provided and dispose of cigarette butts in the rubbish bins – do not leave them outside and do not dispose of them on the lawn/outside area.

Cancellation Policy

Free cancellation if guest cancels within 48 hours of booking, if the check-in date is at least 14 days away.

50% refund for cancellations made at least 7 days before check-in. (For a 50% refund, the guest must cancel at least 7 days prior to check-in date)

No refunds for cancellations made within 7 days of check-in. (If the guest cancels within 7 days of the check-in date, the guest will be charged the total price of the stay and no refund applies).

If the guest does not show up, the guest will be charged the total price for the stay. If the guest checks in and decides to leave early, the guest will be charged the total price for the stay.

COVID19/Border Closure Cancellation Policy

In the event that you are unable to travel to Rarotonga because of a Covid19 border closure, we will offer you a full refund for your stay OR the option to defer your booking to a later date (subject to available dates). This only applies in the event of a border closure due to Covid19 and after proof of border closure has been provided.