



Thank you for choosing to book your holiday accommodation with us at Cumber's Tropical Apartments. We hope you have an enjoyable and relaxing stay with us and we look forward to your return visit.

To protect all parties involved in the letting of our fully equipped self-contained apartment units, we would ask you to read carefully and understand the following terms and conditions.



Your apartment is available from **2pm** on the day of arrival, with a vacate time of **12 pm** on the date of your departure as shown on your confirmed reservation form. Keys will be available for collection from our office, at apartment # 5, Cumber's Tropical Apartment Complex after 2pm.



At the end of a stay, guests are requested to hand keys back to Management or due to flight timings, it is important for customers to leave their **keys in the locked letter box by the Office door**. If any keys are lost there will be a replacement charge of \$70 BDS each.



Cumber's office at Pegwell Gardens, Christchurch will be open Monday to Friday, 9am to 5pm and the Manager will be contactable after business hours on telephone number 4285597. The management would request that guests inform the office of their time of arrival to allow provisions to be made for your welcome. Please avoid any late departures, without express permission from management. Extension to check out times can be made (subject to availability) on payment of a fee of \$75 BDS. In either case of the aforementioned instances, notification should be made at the time of booking. A maximum of two sets of keys per apartment can be provided. For Early AM arrivals bookings should be made from the previous night.



A guest registration form is required to be completed for all bookings, (unless the party concerned has stayed at Cumber's previously) In which case, any revised contact or passport details should be informed to a member of the admin team. The registration form requests details of your name, address, Passport No or ID No and expiry date. In addition, you will be provided with a copy of our Damage & Breakage Policy at check in and requested to supply credit card details to cover any damage that may occur during your stay. Any damage notification and costs will be made to guests, via email, after departure but before payment is taken, by means of the card details supplied.



Special conditions apply for cancellations... All bookings are subject to a **20% non-refundable deposit**, agreed at the time of booking. The remaining balance is then due prior or on your arrival (unless otherwise stated within our terms and conditions or quotation). Should a cancellation occur more than 40 days prior to the day of arrival, **any** refundable amounts (less 20% deposit monies taken) will attract a minimum fee of \$30 USD, to recover a small proportion of incurred bank and credit card charges. On the occasion of where guests do not show on the expected date, all monies paid to Cumber's Tropical Apartments will be subject to forfeiture. In extreme circumstances, consideration maybe given due to ill health or the passing of an immediate family member, upon the production of medical evidence. All fees can be charged to the credit card details used to guarantee the room reservation or those supplied at a later date.



Due to the high demand of annual Christmas bookings/ re-bookings, Cumber's would appreciate if our customers make their requirements known to the Manager at the time of the apartment occupancy and confirmation is then made with a holding deposit of 20%. The balance of 80% must be paid in full by 1<sup>st</sup> December.



Linen, toweling and **limited** toiletries are provided for your convenience and use. The guests should purchase replacements, for the duration of the vacation period. All linen must be returned or left in a good and usable condition, as given. Should any damage occur during your stay, please inform the Manager of the circumstances leading to the damage as soon as possible. Our Damage & Breakage Policy outlines Cumber's right to charge for any negligent usage that results in damage to or loss of the same. We do not supply wash clothes for loofas for intimate hygiene reasons. We would request our guests bring such items for their use.



All units within Cumber's Tropical Apartments are supplied on a fully furnished and self-catering basis. In the event of faults and/or malfunctions of appliances or inclusions, there is no obligation from the Manager/Proprietor to compensate or discount. Wherever possible, the Manager will arrange for adequate or temporary emergency repairs until full replacement/ renovations can be made



Due to the number of apartments and volume of guests at Cumber's at any one time, we regret that we are unable to offer continuous telephone messaging service. Therefore, all guests are requested to make the complimentary telephone number provided, known to any parties that may wish to make contact them during their stay, within the apartment.



Should a tradesperson be brought in to Cumber's Tropical Apartments Complex, on the instruction of the guest, to carry out unnecessary repairs, the cost of callout will be charged to the apartment occupants and not the Management on site.



Pets are not allowed in any of the apartments, unless temporary visits are made by trained seeing aids for the blind.



All apartments are equipped for a specific number of guests. It is against Health Department regulations for more persons to occupy a proportion than there are beds to accommodate them. No mattresses, tents or any other sleeping equipment than the apartment accommodates, are allowed. If a self-contained unit is reported as over its capacity, the guests will be asked to vacate with no refund made.



It should be noted that to accommodate any additional person outside of our normal occupancy within any apartment, will attract a surcharge. The maximum number of additional guests is restricted to one person per apartment and **authorisation must be given by Management**. (Normal capacity, is stated as 2-4 persons in a 2 bedroom apartment and 1-2 occupancy limit within a 1 bedroom suite.) At Cumber's we welcome visitors but would request that overnight stays be limited to check in guests only. It is essential that any guest group members, with staggered arrival dates/times, report to the Office on arrival at Cumber's, to enable individual check in. **Any violation of these terms of business will mean the eviction of the offending party and could result in the eviction of the whole group, without recourse or recompense.**



All guests are responsible for keeping the apartments secure during their stay and will be responsible for any theft or damage due to neglect in this area. Cumber's carries no liability for any resulting loss, theft or damage to personal property.



For apartments fitted with personal safe boxes, it is requested that care is taken with the security keys provided. If a key is lost by a guest and duplicate keys are not available, the responsibility to open a locked box and/or replacement of keys falls to the guest. It is advisable for guests to take out adequate personal property/travel insurance to cover any unexpected situations that may arise before or during your travel/holiday period.



No liability is accepted for injury, loss, debt, damage or delay directly or indirectly due to circumstances or events beyond Cumber's Apartments control.



Cumber's Tropical Apartments reserves the right to evict any parties due to complaints of excessive noise, damage to property or contravening of our terms and conditions of business. It is also within our right to forfeit all monies paid, without recourse.



Our staff will describe premises, positions and furnishings to the best of their ability and in good faith. No responsibility or refunds can be claimed for an alleged erroneous description or misinterpretation.



We will endeavour to recover any lost or mislaid items left by guests, upon request. However, absolutely no responsibility is accepted for the retrieval and return of said items by Cumber's Tropical Apartments. Postage and packaging of found items will be the responsibility of the guest and must be paid in advance of postage. A minimum cost of \$20 BDS will apply. All "lost and found" items will be held for a maximum of two weeks thereafter they will be disposed of.



Rubbish/trash bins are provided with all properties. Please ensure that all waste items are removed from the apartment and placed in the bins provided. The bins are located on the Pegwell Garden side of the building, near to the laundry room.



#### Force Majeure

Covid- 19 has created exceptional and unprecedented circumstances, in which to travel. In the event of a recurrence or subsequent infection wave, we would like assure you that, we have implemented additional cleaning routines and protocols to comply with higher safety standard. These will ensure the well-being and welfare of guests and staff members. Furthermore, any cancellations, due to Covid, inside our normal cancellation window will be dealt with effectively. At Cumber's, we will examine each customer case individually and come to a mutually agreeable solution in respect of any non-refundable monies held on the behalf of our guests. This may take the form of extending the allowance time in which to use said monies for future bookings. Your convenience is our importance!

*Have a wonderful holiday at*  
**Cumber's Tropical Apartments**  
**The place to be!**

