The Grand by SkyCity- Booking Terms and Conditions

When you submit a booking or purchase from http://www.thegrandbyskycity.co.nz/, you accept the terms and conditions set out below.

1. Should you need to cancel your booking, please contact our Reservations Team by emailing hotelreservations@skycity.co.nz or by calling +64 (9) 363 6000 or 0800 759 2489. In order to avoid cancellation fees, you will need to cancel before 4pm (NZ local time) on the day prior to your arrival. The cancellation fee is equal to one night's accommodation at the average daily rate for your stay.

2. Pre-paid, advance purchase or non-refundable bookings are non-refundable and cannot be modified. If you cancel, check-out early or fail to honour your booking for any cause, unfortunately you will be unable to receive any refund or credit. Your credit card will be charged upon booking for your entire stay.

3. Changes to your booking can be made through the online booking system. If you have a pre-paid, advance purchase or non-refundable booking or are unable to make your required changes online, please call The Grand by SkyCity directly on +64 (9) 363 6000. Changes may incur a cancellation fee. The original booked rate is not guaranteed and may be subject to change when changing a booking.

4. Individuals under the age of 18 must be accompanied by an adult when staying at The Grand by SkyCity. By submitting a booking on The Grand by SkyCity's website, you confirm that at least one of the guests who will be staying is 18 years of age or over. If appropriate identification cannot be presented on arrival, The Grand by SkyCity the right to refuse the booking.

5. Guests under the age of 14 years old must always be accompanied by an adult within the hotel.

6. Upon arrival, you will be required to provide valid photo identification and a credit card for preauthorisation for the full cost of the accommodation plus $100 per night booked, for incidentals. Full payment of your accommodation and any incidentals is to be made prior to departure. If you cannot present a valid credit card (excludes debit cards), a NZ$200 bond is required in addition to the total accommodation cost. This bond will be returned upon departure, less any incidentals.

7. A credit card and contactless surcharge of 2% will apply.

8. Check-in time is any time after 3pm (local time) on the first day of your booking.

9. Check-out time is any time before 11am (local time) on the last day of your booking unless by prior arrangement with The Grand by SkyCity.

10. Pets are prohibited to stay at The Grand by SkyCity unless under special circumstances and by prior approval with The Grand by SkyCity.

11. Appointed smoking areas are provided throughout the hotel. Smoking and vaping is not permitted in any rooms or shared spaces. Should you and/or your guest(s) smoke or vape in a room a cleaning fee shall apply at the rate of:

    - NZD$475 for Grand Room/Grand Harbour View Room/Grand Deluxe Room/Grand Deluxe Harbour View Room
    - NZD$775 for The Grand Deluxe King Suite
    - NZD$1,300 for The Grand Presidential Suite

    You are also accountable for all costs, damages and liabilities arising as a result of smoking, vaping or tampering with smoke detectors in any way.

12. Guests are accountable to The Grand by SkyCity for the costs of repairing any damage caused to your room (fair wear and tear excepted). The Grand by SkyCity reserves the right to recover all or any part of the repair costs from your credit card or your cash bond.

13. No illegal drugs or associated paraphernalia are allowed to be brought onto The Grand by SkyCity premises.

14. The Grand by SkyCity reserves the right to cancel or modify a booking where a guest has engaged in fraudulent or inappropriate activity, or under other circumstances where it appears that the booking contains or has resulted from a mistake or error.

15. The Grand by SkyCity has a strict noise and no party policy. We reserve the right to limit the number of people in any one room and to remove people from the hotel if noise levels exceed acceptable levels and are reducing the enjoyment levels of other guests.

16. The Grand by SkyCity will work to ensure that the information available on its website is accurate. However, The Grand by SkyCity cannot and does not guarantee that the website is free from errors. The Grand by SkyCity does not accept liability for any errors or omissions on its website and reserves the right to modify information published on the website at any time.

17. The Grand by SkyCity does not accept liability for any indirect or consequential loss arising out of the use of or connected with its website or for any products or services purchased from its website.

18. The rates displayed on The Grand by SkyCity's website are not commissionable to registered travel agents, including the International Association of Travel Agents.

19. These terms and conditions shall be construed in accordance with and governed by the laws in force in New Zealand. You irrevocably submit to and accept the exclusive jurisdiction of the courts of New Zealand.

Correct as at May 2023.