

## **YOUR QUESTIONS ANSWERED**

*This accommodation is unique in that it is part of a local Ice Manufacturing business supplying ice through door sales but also wholesale ice to the local fishing fleet and other retailers.*

*The ice making plant is located on the property, and there will be times especially in the Summer/Xmas months that are very busy. Customers will be buying ice, bait & tackle from the yard & shop + we load the ice truck for the commercial boats. **On occasion this can be as late as 8pm.***

*We have an "office" at the back of the property, where we hangout during open hours. However your accommodation is your own, it will provide you with all the home comforts you need, and it is without doubt the closest accommodation in the area to all the amenities, and we set out to make it as private as we can for you.*

*You'll get to meet our very friendly Lab's Pumba & Ziggy. Our 2 Labradors are very friendly, they absolute love a cuddle & will follow Cailee around the yard during the day.*

It is important to us that you to enjoy your holiday home - so if something is not quite right for you & your stay, please CALL or TEXT us. We are available 24/7 & can often correct things fairly promptly.

### **Your booking**

Why do you ask my guest numbers? So that we can ensure that we can accommodate you all comfortably and safely!

Every person in your group must be included in the guest numbers. Just to clarify; a baby is a person, a toddler is a person, a child is a person. Any extra persons that are not on the booking may mean that your stay is terminated immediately. So if you can please check with us first if there is room for extra guests.

### **Why do you ask me for my bed requirements**

We make up your beds prior to your stay. These are specific to your booking which means that you will arrive to freshly made beds & that we are able to charge you a fairer price for your stay. We ask that you please make any changes to your bed requirements >1 week prior to your arrival, unless agreed otherwise. Alternatively, additional costs for this may be passed on to you.

### **Why do you ask for vehicle numbers?**

Because we are delivery ice to the wharf we need to make sure our ice truck can get in and out. We will let you know where to park beforehand or on arrival. Also let us know if you're bringing a boat.

**Do you offer discounts for longer stays?** Yes, we often discount for extended stays. Please do ask.

### **Is my booking transferable**

We do not allow third-party bookings. You may only book for yourself. This is because we rely on transparency & trust around information supplied by you when deciding whether the property is suitable for your stay & to accept your booking. Our booking (contract) is with you & you will have read this FAQ page before making your booking.

Having said that, we will consider transferring your booking to your friend or family member so please do ask us.

### **Can I cancel my booking**

Please refer to the specific cancellation details on your reservation voucher. We ask that you please contact us asap, as we will make every effort to replace your booking. Should we succeed, any monies will be offset against your booking. And we will refund part or all of your payment accordingly.

### **What happens if my arrival is delayed because of road closure**

We do not offer refunds but would consider transferring your stay to another date.

### **How can I pay**

We ask for payment by direct credit. Sorry, credit card charges are simply too high for very small businesses, so this is a more reasonably priced options for us & for you.

### **How will I know that I have paid**

You can assume that we have received your payment unless I contact you. I will gladly email you an update of your reservation voucher (noting paid) on request.

### **What happens if I forget to pay**

We will make every effort to contact you. However, it is your responsibility to make your payment/s. Failure to make your payments on time may result in your booking being canceled.

### **What shall I bring**

Food, milk, drinks. Extra towels if you plan to go to the beach.

### **When do I receive my key details**

For security reasons we don't supply key details until closer to your stay. Please note these are specific to you and for your stay. Usually, this is by email a few days before your arrival.

### **Is cleaning included**

Yes, all cleaning (before & after your stay) is included, except for the BBQ. We respect your privacy, therefore we do not service the properties during your stay (unless prior arrangements are made). We truly do appreciate all comments & feedback. ***If any towels or linen need washing please do not wash your self, just let us know or leave in laundry.***

### **Can I bring my Pet**

No animals or pets are permitted (exemption - service dog)

### **Bait, Tackle Box, Dive Shed & Ice**

Lucky for you we are your one stop bait, tackle, dive & ice shop. However even for our guest, we will only be operating during our opening times.  **Eg: we wont fill your dive tank at 6am...**

We offer our guests free ice - up to 20kg per day

### **Can I ask to extend my check in & out times?**

Yes, this is certainly an option & we are happy to do this if we can. Just email us the week prior or text us on the day, we will check our bookings to check the schedules and turnover times.

## **DURING YOUR STAY**

### **Our Address | Check in & Check out**

4a Lamb Rd, Pukenui. You'll find the driveway behind the 4 Square & Pukenui Pacific Bar building.  
Check in is 3pm & Check out is 10am

### **What is supplied**

All bedding and linen. This includes towels and tea towels, sheets and pillowcases. All the beds you booked will be made up for you.

***If any towels or linen need washing please do not wash your self, just let us know or leave in laundry.***

Dry Basics - tea & coffee, sugar, salt & pepper. Often there will be additional items like cooking oil, flour, herbs.

Other Basics - soap, toilet paper, dish washing liquid, dishwasher powder or tablets, washing machine powder.

### **Laundry/Washing Machine**

Around the side of the house, there is a clothes line + a laundry room for you to use if needed.

### **What about the BBQ**

We ask that you please wipe down the BBQ (with newspaper or handy towels) while it's still warm. And please remember to turn the gas bottle off when you finish using it.

### **Yard/Shop Hours**

The shop/yard is open from 7am-6pm 7 days a week during summer. Winter hours are Mon-Fri 7am-6pm Sat-Sun 7am-12pm. Outside of these times we padlock the gate & will give you the gate code when you arrive.

### **Where do I put my rubbish**

If you are staying with us for a few days and your rubbish builds up, please leave out on the front deck so we can grab, or if you'd like to head to the dump yourself, its just a couple km's north (approx 500mtrs past Honey Bee's) on your right. Otherwise when you leave please make sure its all in the bins on the back deck. Please make sure your recycling is clean/rinsed & don't not put your recycling inside bags.

### **I may have an insect problem**

Unfortunately not every insect in the world is a butterfly. Mice, ants & flies are part of rural life here in the Far North. Therefore, we have all of our houses professionally sprayed annually with Pyrethrum (a plant based, natural product). This means that you may find a range of dead (or dying) insects at any time during your stay.

### **Can I invite friends to visit**

We appreciate that entertaining is part of your holiday and you are welcome to invite a few friends for a visit or for a meal. Up to 4 guests is fine, any more than this please do contact us as we will happily consider your request. However, this property/facility is a private holiday home + commercial business. Therefore, they are designed, equipped, priced, insured for guest use only (day & night). Should you abuse/exceed this, we may ask you to ask your guests to vacate the property.

**Please note** - Motor-homes, Caravans, Buses, Tents (& camping) are NOT permitted. Primarily because this voids our insurance.

Any extra guests/bed use/linen changes will incur additional costs.

### **Can I ask for a refund if not all guests stay**

Unused beds/nights are not refundable. However, we would be happy to consider your request.

### **I have a problem**

We endeavor to keep up with all maintenance but occasionally something occurs without our knowledge. Should you have any problems or find that something is amiss or not supplied, please contact us during your stay. We are available 24/7 - all part of our service! We would then make every effort to remedy this as soon as we can.

Once you are home - alas it is too late!!

### **I have an electrical problem**

If you're having an issue with something please call us.

### **My Internet is not working**

Please reboot the modem & your device. Should this fail, please call or text us.

**Please note** - as there are a number of factors that can affect the stability & performance of your Starlink connection, especially in the Far North, we are unable to guarantee service.

### **Parking**

Please stick to the allocated parking spaces we give you on arrival. Because of the commercial business side of the property we need space to move the ice truck around for loading & deliveries.

### **Can we party**

Many of our properties are in residential areas & surrounded by permanent residents.

Therefore, we ask that you respect our neighbours & keep the noise to a minimum level after 9pm. Should you abuse/exceed this then we may ask you to vacate the property.

### **Can we smoke**

Yes, you are welcome to smoke outside. However, we ask you to please put your butts in the rubbish at the end of your stay.

## **CHECKING OUT & AFTER YOUR STAY**

### **What do I need to do when I check out**

We ask that you please double check to make sure you have taken all your belongings - Esp. your phone chargers. Please leave the used beds unmade, put used towels on the bathroom floor. Please make sure you have turned all the heating off (don't forget to turn the heated towel rail off in both bathrooms), load & turn on the dishwasher. And all rubbish & recycling are in the bins on the back deck.

Shut the windows, lock the house up & return the keys.

### **What happens if I leave something (or think that I left something) behind**

To protect your privacy, we will not contact you. Please text or email us asap so we can look for your item/s. We are not able to accept responsibility for lost property & hold any (non-perishable) found items for 1 week. We ask you to send us a pre-paid, self-addressed courier satchel or ticket for their return. Please make sure that you triple check your personal belongings when you depart.

### **What happens if I breach my booking conditions**

Our contract may be terminated. We may ask you to vacate the property immediately - no refund will be given.

**What happens if we have any breakages, spillages or cause some other damage**

Please advise of any 'major' breakages or damage immediately, as you may be liable for the Insurance excess or the full cost. Should you spill something on carpets, curtains, your bed or any soft furnishings, please also contact us asap as many marks & stains require professional cleaning. The outside furniture & umbrellas are your responsibility during your stay. Please ensure that these are tucked away safely when not in use. Minor breakages (glasses, plates etc) can be paid for or replaced by you. Either way, please advise us asap.

**How can I give you feedback**

If you're happy with our service, we'd appreciate your help in spreading the word & also a Google review about how great we are! If things haven't gone as planned (it's very rare, thankfully), we would love to hear your feedback so we can improve our service.

**Food & Shopping****50mtr walk across the drive way and up the ramp you'll find:**

Pukenui Pacific Bar & Restaurant - Breakfast, Lunch & Dinner menu + Cabinet food + Bar

Houhora Liquor Store - Range of beverages

Houhora 4 Square - All your grocery needs

**1-1.5km south:**

Houhora Gamefishing Club, you'll find the Sandbar Restaurant - check their facebook page for opening times & menu updates

**2-2.5km north:**

Honey Bee's - Fruit Ice cream, gourmet pies, sandwiches, baking & coffee