

FREQUENTLY ASKED QUESTIONS (Terms & Conditions for booking/staying)

Q: Who may book Waiorongomai Homestead?

We welcome all enquiries and bookings from people who understand that they will be staying in our much loved family Homestead and who aim to respect and enjoy the property and leave it as close as possible to how it is on arrival. We spend a great deal of time preparing the Homestead and grounds for guests and expect that it is treated as a family home and not a Motel.

Q: Are children welcome to stay at Waio?

Children are very welcome to stay but are the responsibility of caregivers at all times and must be supervised. They must not go outside the house/garden area without adult supervision. Any damage to property will be deducted from bond.

Q: What are the Health and Safety rules?

Paying guests have the use of Homestead and surrounding grounds for the duration of your stay.

If you venture outside of the garden/grounds to explore the farm/bush you become 'recreational visitors' to Waiorongomai Station. You have our permission to walk around farmland in the immediate vicinity of the Homestead, picnic area, river access, walks identified on map, feed the Kune Kunes. Any areas identified as restricted/no entry are strictly off limits. Waiorongomai Station is a working Sheep and Beef Farm and classified as a workplace. We will notify you of any specific hazards that you would not normally expect to encounter on a farm (natural hazards are excluded). There will be a list at homestead to help guide you on what constitutes a potential hazard for your own safety.

Q: How do I confirm a booking?

Once an enquiry has been submitted you will be emailed to confirm availability of the dates. Further information including a quote, deposit amount and bank account details will be emailed once you indicate you would like to continue. Once deposit is received in our account the dates will be blocked off and further information emailed to you.

Q: Who is responsible for the booking?

The person who contacts us to book the Homestead is responsible for all communication and ensuring full payment is made prior to staying. They are also responsible for damages and any other additional cleaning/repair costs that may be required due to mis-use of property.

Q: How can I pay?

Payment is by online direct payment into our account. Final payment is due the week before you stay. *(one payment per booking)*

Q: Can I cancel my booking?

Hopefully not! We ask that you please contact us as soon as you can, as we will make the house available again to hopefully replace your booking. Should we succeed; any monies will be offset against your booking. And we will refund part or all of your payment.

*If cancelled within 4 weeks of booking deposit is non-refundable, within 10 weeks for Christmas - end of January bookings deposit also non-refundable.

Q: Is my booking transferable?

Yes, but with our permission only and you will still be responsible for the booking and must be requested at least 1 month before original booking.

Q: Can I invite friends to visit?

Waiorongomai is to be used by those who have **booked and paid** to stay. Friends may be allowed join you for a meal and spend some time with you at the Homestead for short times by request (not large groups). Strictly no tents, camper vans, motor homes.

"We don't charge by the nights spent sleeping in a bed, but for the **use of the whole property day and night.**"

***Additional charges may apply.**

Q: Can I ask additional guests to stay?

Yes, additional guests are welcome as long as we agree to this at least a week prior to your stay. Your number of guests **must not exceed the maximum of 21** at Homestead or 24 if using Harry's cottage too. All guests who are included in booking must pay for a minimum 2 night stay.

Q: What is a "child" or "infant" for booking purposes?

A child will be under the age of 15yrs (ie 14yrs or younger). An infant that qualifies "free of charge" must be under the age of 1yrs and sleeping in own cot with own bedding. We appreciate your honesty with this to ensure we can continue to offer discounted rates for younger family members.

Q: Can I change the booking numbers?

A quote will be given to you based on the original numbers. A final confirmation will be requested a week prior to staying along with total payment. No further changes or refunds will be made after this point.

Q: Can I book the other farm cottages for a larger celebration?

No. We have our limits for each house for insurance purposes so the maximum at each place must apply.

Q: Can I ask for a refund if not all guests stay?

Unused beds/nights are non-refundable. All changes must be confirmed a week prior to stay and payment is final.

Q: Do I need to pay a bond?

A bond of \$200 will be required for all bookings. This must be considered as a cleaning charge and will cover excess cleaning requirements, excess rubbish disposal, breakages, damage/stains to linen and furnishings, other damages to property or loss of property. You will be emailed the day after your departure and told of any bond deductions (in part or full) and asked to provide bank account details for any refunds. AUTOMATIC \$20 deduction if BBQ is not cleaned.

Q: What happens if I breach my booking conditions?

Your stay may be terminated. We may ask you to vacate the property immediately - no refund will be given. Please advise us of any damage, breakage or spillages immediately as you may be liable for Insurance excess. Minor breakages (glasses, plates etc.) may need to be reimbursed.

Q: What time can we check in/check out?

Standard times for check in are **2pm and check out 11am**. This may alter depending on other bookings at certain times of year and we would let you know if it is possible.

Q: Can I ask to extend my check in and out times?

Dependant on other bookings it may be possible to have a later check out but not an earlier check in.

Q: Can I bring my dog to Waiorongomai?

No - no pets, no exceptions.

Q: What is supplied at Waiorongomai Homestead?

- Bedding/Linen supplied: includes hand towels, bathmats, tea towels, sheets and pillowcases. The beds will be made up for you unless you prefer to choose on arrival in which case linen will be left out for you. Does NOT include personal towels or towels for swimming.
- Tea and Coffee, Sugar, Salt and Pepper, Cooking Oil.
- Additional basics will be supplied including - Soap, Toilet Paper, Dishwashing Liquid, Dishwasher Powder and Washing Machine Powder

Q: What shall I bring?

Please bring your own food, drinks, tennis balls, towels.

Q: Is cleaning included?

The expectation is that you leave the house and property in a clean and tidy state with all furniture and other items returned to their original place, dishes done, towels etc in main bath. Vacuuming/cleaning to remove excess mess. Please remove sheets from the beds used. Further information in folder at Homestead. We expect that when you leave the Homestead it looks as close as possible to when you arrived. Deductions will be made from the bond when necessary.

Q: Do you have wifi and mobile coverage?

Yes, there is wi-fi. While we are on wireless broadband it is a rural connection and will not be as fast or capable as you might be used to. It will work best if close to modem and by limiting devices. Mobile coverage for SPARK is reasonably good but Vodaphone is poor (although pockets of service may be found down the road).

Q: Barbecue?

Please ensure the barbecue is cleaned well before you leave. Instructions for use are on the Barbecue. (\$20 bond deduction will be made for a dirty bbq)

Q: Where do I put my Rubbish?

As per details at the Homestead, rubbish must be taken away from the property by you unless: It is sorted recyclable and food scraps for the pigs. Please be considerate as we strive to minimise the impact on our farm by removing all landfill. No disposable nappies to be left.

Q: I have a problem?

Please contact us as soon as possible if any major breakages occur (windows, furniture etc) or appliances are not working so we can make arrangements for repairs to ensure your holiday and that of those who follow you is not compromised.

Q: Can we smoke?

Only if outside and away from the buildings. We ask you to please put your butts in your rubbish at the end of your stay and do not throw them in the garden.

Q: Is it possible to have an outdoor campfire?

NO - Strictly no outdoor fires, braziers, Chinese lanterns or fireworks.

Q: What do I need to do when I check out?

See "before you leave checklist" in information at Homestead.

Q: What happens if I leave something (or think that I left something) behind?

Please text or email us as soon as possible so we can look for your item/s.

We are not able to accept responsibility for lost property and hold any (non-perishable) found items for 2 months.

We ask you to send us a pre-paid, self-addressed courier bag for their return

Q: Can I get married at Waiorongomai?

Wedding ceremonies can be held at Waiorongomai Church by arrangement with the Anglican Diocese of the South Wairarapa. We do not allow weddings/receptions to be held at the Homestead or take bookings for accommodation for weddings on the property.

Q: Do we get to meet you?

When possible we like to meet you but our family time, children's sport, and work commitments are important to us so we are sorry if we miss you!

Q: Do we get to do farm activities?

See above answer. Most guests are here in the weekends which are when our staff are all on time off. We will let you know if there is something that you might like to be part of but no promises sorry!

Q: What equipment/appliances are available?

- 2 x fridge freezers
- microwave
- dishwasher
- oven (600mm electric with gas hobs)
- 2 x 4 slice toasters
- 2 x jugs
- 3 x coffee plungers
- wide assortment of kitchen utensils, pots, pans and serving ware
- wine glasses (15 wine glasses)
- crockery, cutlery for up to 24 people - dinner plates, desert bowls, side plates, coffee cups, drinking glasses
- some melamine plates for children and plastic cups
- High chair
- Portacot (please ask though as it may be booked by cottage guests) \$10 to hire per booking
- 2 x T.V.'s, DVD player, Sky Tv, Freeview, assorted children's DVD's,
- Stereo (radio/cd player)
- washing machine
- dryer, washing line
- barbecue - Large Weber Q with hood
- Table tennis in garage
- Assorted small children's bikes
- Assorted outdoor sport equipment including tennis rackets, cricket sets, large balls

- Homestead; sleeps 21 max
 - Bed 1 - Queen bed + 2 x single beds (good family room) with toy cupboard
 - Bed 2 - Queen bed
 - Bed 3 - Queen bed
 - Bed 4 - 2 x Single beds
 - Bed 5 - Queen bed + 2 x single beds with ensuite bathroom (shower/toilet)
 - Bed 6 - Dorm room with 7 x single beds and bathroom (shower over claw foot bath/toilet)
 - main bathroom between bedrooms 1 & 2 (walk in shower, claw foot bath, toilet)

- Harry's Cottage: sleeps 3 max
 - Bedroom - King bed
 - Lounge - Single bed
 - Bathroom external access off porch (shower over modern bath/toilet gas hot water)