



Telephone (+64) 3-544 2264
Toll-Free Reservations 0800 161 212
Website: www.parksidemotel.co.nz
E-mail: info@parksidemotel.co.nz

42 Gladstone Road
Richmond
Nelson

Your Hosts
Alasdair & Elaine Dunwoodie

*Enjoy your stay.
The Tasman/Nelson district offers a tremendous variety of
activities to the holidaymaker.
Parksidemotel is perfectly positioned and we are only too happy
to assist you with information about the attractions.*

MOTEL POLICIES

To ensure fairness to all customers and maintain standards, we have adopted the following policies:

CANCELLATION/NO SHOWS/REFUNDS: Cancellations up to seven days before the booked date incur no fee. Thereafter, the deposit will be retained and the total amount for the booked accommodation will be charged. Special conditions apply to Group quotations and reservations.

CHANGES TO RESERVATION TERM: Any change in reservation term will be treated as a new booking and additional charges may apply. Tariffs may have changed from the time of the original booking. Any extension to a booking is subject to availability. Earlier departure than the reserved date may not result in a refund unless agreed to by motel management.

CHECKOUT: Guests are requested to vacate their rooms by 10.00am on the day of departure. Should you require a later checkout, please contact Reception no later than 7pm the night prior. We may be able to agree subject to demand for the room. Additional charges may be incurred. A late checkout without prior agreement will incur a charge of \$10 per 30 minutes (or part thereof) until 1pm when an additional one day tariff shall be charged. Checkout services are not available between 9.00pm and 7.30am. If you need to checkout before 7.30am, please settle your account the night before you leave.

CREDIT CARDS ACCEPTED: We accept MasterCard, Visa, Farmlands and Ruralco cards for payment of your account. Personal Cheques and/or "Charge Back" facilities cannot be accepted unless prior arrangements have been made. Discounts have already been negotiated with the card supplier. Farmlands/Ruralco cards cannot be used in conjunction with any other discounted rate.

CREDIT CARD GUARANTEES: No charge will be made against the card details provided for a website booking unless the booking is cancelled within 7 days of the confirmed date (refer Cancellation Policy), the guest fails to arrive for the booked accommodation or damages are to be charged.

CREDIT CARD PAYMENTS: A surcharge of 2.5% may be added to credit card transactions.

PARKING: One carpark is available per unit. Additional parking is available in the Council Carpark at the rear of the motel complex. Access to the carpark is 50m north along Gladstone Road and then into the motel ground through a gate to the south of the pool enclosure.

NO PARTIES AND NOISE POLICY: Parkside Motel strictly enforces a **No Parties and Noise Policy** for the comfort and security of all guests. We cannot tolerate excessive noise at any time. Guests who do not comply with these policies and disrupt the peace and quiet enjoyment of other guests will be required to vacate the premises immediately and without refund. The credit card of the registered guest will be charged for any damages or costs arising due to guest complaints regarding excessive noise between the hours of 9:00pm and 6:00am. This may include paying the tariffs for guests who, at their discretion, leave the motel as a result of your excessive noise. All visitors to your room must leave quietly by 10pm.

OVERDUE ACCOUNTS: All accounts are payable on departure unless previously agreed to by motel management. We reserve the right to charge overdue/recovery fees on all accounts not paid by due date.

SMOKING: Parkside Motel does not permit smoking in the rooms. If you need to, please smoke outside and away from open windows, doors and curtains. The registered guest **WILL** be charged a minimum fee of NZD\$500 to cover specialist cleaning treatment, any burn marks to any chattel and up to one day's loss of income if the registered guest or any of their guests smoke in the room. Any further loss of income over and above this amount may be also be charged if required.

STRONG SMELLS REMAINING IN THE ROOM: In order to avoid residual lingering food odours that may be offensive to subsequent guests, the cooking of seafood, fish or strong smelling foods is not permitted in the motel unit. If after a guest departs, strong residual food odours remain, the registered guest may be charged a minimum of \$100 for the cost of professional cleaning. If the room cannot be rented until the smell is removed, the registered guest will be charged for the resulting loss of income to Parkside Motel.

TARRIFFS: Tariffs specified are rates for up to 2 persons. Additional persons will incur an additional charge of \$23 per person. Children under 12 months old may stay free of charge. Seasonal/unit rates and minimum booking periods may apply.

GENERAL: Any costs of repairing damage to our property or loss of income to the motel arising from deliberate or reckless acts associated with inappropriate behavior will be charged to the registered guest.



ROOM SERVICES

ROOM POWER

Your key tag acts as a switch for electricity to the room. Slide the key tag into the slot adjacent to the entry to your unit then operate the switches to lights and appliances as normal. The Fridge is on a separate circuit and will remain on all the time. We encourage you to use electrical appliances in your room responsibly and ask that you turn off lights and appliances when not required.

SERVICE

Occupied Units are serviced daily unless you request otherwise. A service consists of

- Towel change
- Complimentary instant coffees, tea, sugar replenished
- Rubbish removed
- Bathroom cleaned

A service does not include cleaning dishes used by guests, replacement of plunger coffee sachet or a daily change of sheets.

TELEPHONES

A direct dialling system operates from your room.

Dial 0 for Reception.

Dial 9 then number required for outside calls

To dial Room to Room:

Dial 20 then the room number for Single room numbers (1-9)

Dial 2 then the room number for Double Digit Room number

A surcharge is applied to all calls (Local, Mobile National and International) made on this telephone.



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GUEST SERVICES

- BARBEQUE** A gas barbeque is available for your use. Barbeque implements can be obtained from reception — Dial 0.
- BREAKFAST** Please complete the breakfast menu available in your compendium folder or from reception and return it to Reception before 7.00pm.
Continental Breakfasts ordered will be delivered to your room the night before.
Cooked breakfasts will be delivered to your room at around the time you requested (but after 7.00am).
- CARPARK** Parking on site is free for guests. The front parking area is monitored by CCTV.
The Management will not be held responsible for damage or theft from vehicles left in the car park during your stay.
During peak times, guests are limited to one park slot per room. Extra parking is available in the Jubilee Park (South Entrance) parking area immediately behind the property. A gate beside the pool provides direct access to parking area.
- CHARGE BACK MEALS** By arrangement and subject to a surcharge, we will accept meals charged back from:
- Three Rooms
 - The Stables
 - Speights Ale House
 - Smugglers (Tahunanui)

CHEMIST / PHARMACY	There are three Chemists on Queen Street, Richmond, one in the Richmond Mall and an after-hours Pharmacy in Nelson. If required, please contact Reception for further information
CHILDREN'S ACTIVITIES	DVD players, a selection of DVDs and a variety of Board Games are available at reception for guest use free of charge. We are happy to advise you of activities in the region that are suitable for children of all ages.
DENTIST / DOCTOR	Please contact Reception who can advise you of the local services available. In case of a medical emergency, dial 9111 from your room or for other emergencies, phone reception – Dial 0.
ELECTRICITY	All power supplied is 230/240 volts. Adaptors are available at reception.
EMERGENCIES/FIRE	In the event of an alarm, please NOTE YOUR CLOSEST EXITS – All guests are to assemble in the car park in front of the Motel.
FANS	Should you require a fan for the room, please contact reception.
GUEST LAUNDRY	Washing and Drying facilities are located on the ground floor behind the courtyard garden. There is a cost of \$3.00 per load which includes the liquid soap which is automatically administered by pump. Please do not overload the machines. A clothes line is located on the grassed area adjacent to Unit 10 – West Wing. Air drying racks are provided in the laundry. Guests' laundry may be left at reception by 9.00am for a same day clean, dry and fold service at a cost of \$10.00 (This excludes clothes requiring dry cleaning).
HAIRDRESSING	If required, please contact reception and we are happy to make a recommendation.
HEATERS	All rooms have a thermostatically controlled heater. Should you require additional heaters, please contact reception.

KEYS	Parkside Motel provides complex security coded room keys to all rooms. A \$50 charge will be incurred if a guest fails to return a room key and the key must be replaced.
RESERVATIONS	We are happy to assist you with forward reservations for accommodation within New Zealand if required.
SECURITY	The Management will not be responsible for your personal items during your stay.
SWIMMING POOL	If the pool cover is on and you wish to swim, please contact Reception (Dial 0) to have the cover rolled away. Please use pool towels which, if not already beside the pool, are available from reception.
TOWEL POLICY	In keeping with our commitment to care for the environment through minimising the use of water and minimising pollution, when your room is being serviced, towels hung on the towel rack or wall hooks will be left to allow them to dry for reuse. Towels placed in the bath tub or shower will be laundered.
TELEVISION	<p>With the change in New Zealand to Digital Television, we provide Free to Air and Sky Guest Select 50 + channels (movie channels not included). A SKY Channel guide is included in each room. Your television is operated by remote controls and tuning is pre-set. Instructions on how the television system operates can be found in the room.</p> <p>We also provide Chromecast devices in selected rooms which allow you to stream from Apps to the TV.</p> <p>DVD players and selection of DVDs are available at reception.</p>
TOURIST ATTRACTIONS	Tasman Nelson has a lot to offer and we are perfectly positioned for you to reach most of them. Our Reception staff will be pleased to provide information on local sights and attractions and may be able to book excursions for you directly.
VALUABLES	Management cannot accept responsibility for valuables left in rooms or vehicles. These may be left at Reception for safekeeping in our Safe.