Cosy Kiwi Accommodation Terms & Conditions

1. Check-In & Check-Out

- **Check-In:** From 2:00 PM. A valid photo ID and credit card are required upon arrival.
- **Check-Out:** By 10:00 AM. Late check-outs must be pre-arranged and may incur an additional fee.

2. Payment Policy

- Full payment is required prior to or at check-in.
- Any incidental charges or damages incurred during your stay will be charged to the credit card on file.

3. Cancellation & No-Show

- Cancellations made within **48 hours** of arrival (or as specified in your booking rate) will incur a charge equal to the first night's stay.
- Failure to arrive without notice (No-Show) will result in the forfeiture of the entire booking cost.

4. Room Occupancy & Guest Conduct

- Rooms must not exceed the maximum stated occupancy for the room type.
- Quiet hours are observed from **10:00 PM to 7:00 AM**. Excessive noise or disruptive behaviour may result in immediate eviction without a refund.

5. Smoking & Vaping Policy

- All indoor areas and room interiors are **100% strictly non-smoking and non-vaping**.
- A specialized cleaning fee (minimum $250) will be charged to any guest violating this policy.

6. Damage & Cleaning

- Guests are responsible for any damage caused to the property, fixtures, or linens during their stay.
- Excessive dirtiness requiring extra deep cleaning will incur additional cleaning fees.

7. Liability

- Management assumes no responsibility for loss, damage, or theft of personal belongings, valuables, or vehicles parked on the premises.