### The Village Reserve - House Rules

Please read the following terms and conditions carefully. By booking or staying at our short-term accommodation property, you agree to comply with the rules and regulations outlined below. Failure to adhere to these guidelines may result in penalties, eviction, and legal action if necessary.

**Booking Confirmation:**

1. All guests must provide valid identification and contact information at the time of booking.
2. The booking is confirmed only upon receipt of the required payment or deposit.

**Occupancy and Visitors:**

1. The maximum occupancy of the accommodation must not be exceeded at any time, which is eight guests for the Lower Reserve and ten guests for the Upper Reserve and eighteen guests for Exclusive Use.
2. Visitors are allowed on the premises if approved by management.
3. Guests are responsible for their visitors' behaviour and must ensure they comply with these terms and conditions.

**Property Use and Care:**

1. Guests must use the property responsibly and with care, avoiding any actions that may cause damage, disturbance, or inconvenience to other guests or neighbours.
2. Any damages caused by guests will be their financial responsibility, including repair or replacement costs.
3. Guests must keep the accommodation clean and tidy during their stay. Excessive cleaning fees may be charged if the property is left in an excessively dirty or untidy condition.

**Noise and Disturbances:**

1. Guests are expected to respect the rights of other guests and neighbours and keep noise levels to a minimum, especially during the quiet hours between 10.00 pm - 7.00 am.
2. Parties, loud music, and any disruptive behaviour that disturbs the peace will not be tolerated.
3. These terms and conditions have been sent to you because you have already agreed to our No Party policy.

**Prohibited Activities:**

1. Smoking is strictly prohibited in all indoor areas of the property. Please note, guests need to come in from outside areas between 10.00 pm - 7.00 am.
2. The use of illegal substances is strictly prohibited.
3. Pets are not allowed unless otherwise specified. Guests must obtain prior approval if bringing a pet, and additional fees may apply.

**Security and Safety:**

1. Guests are responsible for the security and safety of their personal belongings and valuables during their stay.
2. The property will not be held liable for any loss, theft, or damage to guests' personal belongings.
3. Guests should familiarise themselves with the property's emergency procedures and comply with any safety instructions provided.

**Check-in and Check-out:**

1. Guests must adhere to the designated check-in and check-out times unless prior arrangements have been made.
2. Late check-outs may be subject to additional charges.

**Amendments and Cancellations:**

1. Any amendments or cancellations to bookings must be made in accordance with the property's policies and may be subject to fees or penalties.

**Liability and Indemnity:**

1. Guests stay at the property at their own risk. The property will not be liable for any accidents, injuries, or losses incurred during the stay.
2. Guests agree to indemnify and hold the property harmless against any claims, damages, or expenses arising from their actions or non-compliance with these terms and conditions.

**Governing Law:**

These terms and conditions are governed by and construed in accordance with New Zealand law.

By booking or staying at The Village Reserve, you acknowledge that you have read, understood, and agreed to abide by these terms and conditions.