



# ON THE POINT

LAKE ROTORUA | LUXURY LODGE

## House Rules

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**Whilst we want you to relax and enjoy the ambience of our home, we ask you are mindful of other guests on site, wishing to do the same.**

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1. All music should be kept to appropriate noise levels, so as not to disturb the surrounding guest rooms.
2. No occupant shall use any inflammable oils, explosives or articles deemed extra hazardous to life, limb, or property.
3. Smoking is allowed in outside areas only using the ashtrays provided, these must be used. Please keep in mind that nicotine is toxic to plants and cigarettes extinguished in flowerbeds and pots can kill the plants. Strictly, no smoking in the rooms or in the animal paddocks. A cleaning fee will be charged to the credit card which has been obtained to secure your reservation to those who violate this policy.
4. No illegal substances may be consumed within the lodge or grounds.
5. No weapons of any kind are authorised within or around the lodge.
6. On The Point -Lake Rotorua prohibits the operation or use of drones without prior approval as we are in a residential and no fly zone.

7. All loss or damage to property, glassware, antiques and ornaments, carpet, or carpet stains in excess of normal wear and tear will be charged for at cost.
8. Whilst we have petting animals on site, regrettably we are unable to accommodate for your own furry friends.
9. We welcome your visitors however please let the Front Office know so we can ensure we offer parking as this is limited at the lodge and so we may conduct any emergency evacuations successfully if need be. Bookings can also be made for dining if your visitors wish to join you for a meal at the restaurant.
10. A Duty Manager is always available on site, to reach them please call 07 348 4868, for Emergencies such as fire, or police, call 111.
11. A safe has been provided in your room for your valuables, there are instructions on how to use these within the unlocked the safe. Please call reception if you are unsure.
12. Force Majeure: On The Point -Lake Rotorua will not be in any breach of this agreement or in any way liable, if it is prevented from meeting its obligations due to an event of force majeure, such as an Act of GOD, War, Earthquake, Riot, Storm, Flood, Explosion, Strike, or any other cause not reasonably within the control of the Lodge.
13. Long Stay Bookings: For stays longer than 7 days, payment is required weekly including incidentals.
14. Lost and Found items: Should you leave behind any personal items upon departure, our housekeeping team have been instructed to place these items into a lost property bag and return it to the office with the name of the guest, date, and room number. We will endeavour to reach out to the guest and determine if the guest requires it to be returned. We will obtain postal costs and provide these to the guests for approval. These charges will be required to be paid for prior to the items being posted.