



THE SURF NEST
Warea, New Zealand

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thesurfnest.com

OUR BOOKING TERMS

The Surf Nest is a special place, carefully designed to offer a unique and peaceful retreat. To ensure a seamless experience for all guests, we ask that you take a moment to review the following booking terms.

1. BOOKING AND PAYMENT

1.1 Rates and payment terms

All prices are in New Zealand Dollars (NZD).

All prices include GST.

Full payment is required at the time of booking. Your reservation is confirmed once this payment is received.

1.2 Minimum stay requirements

Weekends: Minimum stay of 2 nights

Mid-week: 1-night stays available Sunday to Thursday

Public holidays: A 3-night minimum stay may apply

Peak season (December 22nd – January 5th): A minimum 3-night stay applies

1.3 Check-in / Check-out

Check-in: From 4pm

Check-out: By 10am

We can sometimes accommodate early check-in or late check-out requests, depending on other bookings and our cleaning schedule. These must be arranged in advance.

Please respect the 10am check-out time. If our cleaner is kept waiting, an additional fee will apply for late departures.

1.4 Security bond

To ensure the care and maintenance of our property, a security bond is required at the time of booking. Your booking will not be confirmed until the bond has been received.

Guest unit: A \$250 bond is required

Entire house: A \$500 bond is required



The bond will be refunded within 48 hours of check-out to the same account used for the booking payment, provided the property is left in good condition and no extra cleaning or damage is identified during the post-stay inspection.

2. CHANGES AND CANCELLATIONS

2.1 Cancellation policy

We understand plans can change, and we strive to be as flexible as possible.

Full refund if cancelled more than 14 days before check-in

50% refund if cancelled within 14 days of check-in

No refund if cancelled within 7 days of check-in

If you booked through Airbnb or another platform, their cancellation policies will apply.

2.2 Rescheduling and booking changes

If you need to reschedule, we're happy to assist:

14-30 days before check-in: 100% of your payment can be held as credit for a future stay (valid for 12 months). Any rate differences will apply.

7-14 days before check-in: 50% of your payment can be credited toward a future stay (valid for 12 months). The remaining 50% is non-refundable.

0-7 days before check-in or No Show: Unfortunately, we cannot offer a refund or credit.

2.3 Force majeure

In the event of unforeseen circumstances beyond our control, such as natural disasters, government restrictions, or other extraordinary events, the Surf Nest reserves the right to adjust bookings or offer alternative arrangements.

We recommend taking out travel insurance to protect against any unexpected changes to your plans.

3. DURING YOUR STAY

3.1 Caring for the property

We've put great care into creating the Surf Nest, and we appreciate your help in looking after the property. Kindly follow the guidelines in our house manual, which you'll receive before your arrival.

3.2 Cleaning and damages

We ask that you leave the space as you found it – tidy, with everything back to its place and you follow our check-out instructions.

A professional clean is included in your stay; however, if extra cleaning is required beyond standard service, a minimum \$100 fee may apply.

Please report any accidental damage so we can arrange repairs.



3.3 Guest behaviour

Guests are expected to maintain the peaceful atmosphere of the Surf Nest and be considerate of our neighbours.

We reserve the right to end a stay without refund if there is disruptive or disrespectful behaviour.

3.4 Health and safety

Guests are responsible for their own health and safety during their stay at the Surf Nest. Please adhere to any local health and safety guidelines in place at the time of your visit.

4. GUESTS AND VISITORS

4.1 Occupancy limits

Your stay is for the number of guests listed in your booking.

Additional guests, tents, or mobile accommodations (e.g., campervans) are not permitted.

Noise should be kept to a respectful level to preserve the tranquility of our property.

4.2 Children

Children are welcome at the Surf Nest. We simply ask that they be supervised at all times and that care is taken with the space and furnishings.

4.3 Visitors and parking

Visitors are welcome, but please advise us in writing in advance.

Parking is limited to our driveway. Please ensure all vehicles are parked within this space and not on the road or neighbouring property.

5. EVENTS AND PHOTOGRAPHY

5.1 Events, elopements

The Surf Nest is designed as a quiet retreat. Parties, functions, and weddings are not permitted.

Elopements may be considered with prior approval—additional fees and conditions apply.

Bridal preparations (including photography) require a full property booking and photography location fee.

5.2 Commercial photography

Commercial photography is not permitted unless arranged in advance. Additional fees and conditions apply.



6. PETS AND OTHER POLICIES

6.1 Pets

As much as we love animals, we aren't able to accommodate pets on the property.

6.2 Smoking

Smoking is not permitted inside the property. A \$500 deep-cleaning fee will apply if smoking occurs indoors.

An additional \$50 fee will apply for improper disposal of cigarette butts on the property.

7. LIABILITY AND CONDUCT

7.1 Indemnity and liability

The Surf Nest is a natural environment, and we ask all guests to take care.

We cannot take responsibility for:

Any injury, loss, or damage during your stay.

Any incidents on the property.

By staying at the Surf Nest, you acknowledge that you do so at your own risk.

7.2 Right to refuse or cancel bookings

We reserve the right to cancel or refuse bookings at our discretion if they are deemed unsuitable for the property.

8. A FINAL NOTE

8.1 Respectful reminder

The Surf Nest is a place of care and craftsmanship, designed to offer a peaceful and inspiring retreat. We ask that you treat it with the same respect as you would your own home.

We're so grateful to share this space with you and hope you have a truly restorative stay.