



Captain Cook Motor Lodge Policies

Please read our policies before you book a stay at Gisborne's Captain Cook Motor Lodge.

Payment policy:

You won't need to pay when you book but we will need your credit card details to secure your booking. Your credit card won't be processed until you arrive, or if you cancel the booking or don't show up at all (see cancellation policy below). The only exception to this is if you have booked for a special period when payment may be required before you arrive.

Cancellation policy

We understand that plans can change. Please let us know as soon as possible so we can make your room available to someone else. We require at least 24 hours' notice of cancellation and we may charge you the cost of one night's accommodation if your room can't be let to someone else.

Not showing up or failing to contact us will incur a charge of one night's accommodation. Any change to a confirmed reservation within 24 hours of your arrival will incur a charge.

Cancellation periods may vary for group bookings, minimum stay bookings and peak period bookings. For some peak period bookings such as Christmas and the New Year, full payment is required before November 1. Due to the high demand at this time of year cancellations during this period are non-refundable. If in doubt, please call us.

Child policy

Children under two years are free if extra bedding is not required. Children requiring extra bedding will be charged at the extra person rate. Cots and high chairs are usually available on request, at no extra cost.

Bedding policy

We do all we can to configure bedding to suit your family or group's requirements, but bedding options are subject to availability.

Smoking policy

We are a smoke-free motel. If smoke is detected inside a unit there will be a charge to remove any smoke smell.

Sustainability policy

We are committed to running our business as sustainably as possible. Here are some of the ways we minimise our effect on our environment:

- Switching off all electrical appliances when not in use
- Outside security lighting is controlled by sensors and timers

- We only use our washing machines and driers if we have a full load and wash with cold
- We recycle as much as possible
- Dual flush toilets are featured throughout the property
- We reuse printed paper for staff note paper
- We try to reduce waste by not purchasing products with excessive packaging
- We use 100% recycled True Soft toilet paper

How you can help

We would appreciate it if you could play your part too, and turn off lights and electrical appliances when not in use, re-use towels, and sort your rubbish for recycling.

