

Quest Rotorua

Property Contact Details

Street Address: 7 Tryon Street, Rotorua
 Postal Address: PO Box 6222, Whakarewarewa, Rotorua
 Telephone: 64 (0)7 347 3333
 Facsimile: 64 (0)7 348 2888
 Email: office@questrotorua.co.nz
 Qualmark Rating: 4+ Star
 Property Website: www.questrotorua.co.nz

Reservations

Direct: As Above
 Quest Central Reservations: 0800 456 647
 Email: qrc@questapartments.co.nz
 Quest Extended Stay Enquiries: 0800 456 647
 Email: esd@questapartments.co.nz

Check-In Information and Requirements

Reception Hours: 7am-8pm Monday to Friday
 8:30am-5pm Weekends & Public Holidays
 Check In: from 2.00pm
 Check Out: to 10.00am
 Car parking FOC
 Pre-authorisation or cash bond may be required
 Photo ID may be required
 Deposit may be required

Property Features

Car Parking
 Onsite Conference room
 Onsite Gym, Outdoor Pool, Spas & Sauna

Property Services

Daily room servicing (ex Sundays & Public Holidays)
 Pantry shopping service
 Breakfast options including Breakfast Packs
 Local restaurant chargeback
 Valet dry cleaning service
 Baby sitting booking service
 Business administration services

Apartment Types

Hotel & Superior Studio
 One Bedroom Apartments
 Interconnecting Hotel Studios
 Total number of apartments

38

Apartment Facilities & Features

Separate Living and Dining areas (excluding Studios)
 Apartments offer Kitchenettes (excluding Studios) with microwave
 Stylish furnishings
 Some apartments feature a balcony
 Apartment controlled reverse cycle air-conditioning (excluding Studios)
 Sky TV
 Wireless Broadband Internet access
 Work Desk
 Opening Windows & Ranchslidersp
 TV with DVD player

Points of Reference

Rotorua	2kms	Taupo	76kms
Tauranga	86kms	Whakatane	85kms

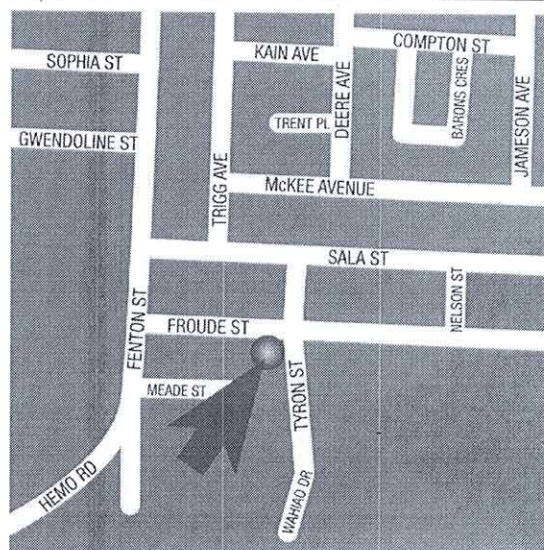
Places of Interest

Attraction	Distance
Te Puia (Whakarewarewa Thermal Area)	800m
Arikikapakapa Golf Course	1.5Km
Restaurant and Shopping precinct	2Km
Skyline Gondola & Luge	7km
Rainbow Springs	7km
Polynesian Spa	3.1km

Transport

Rotorua Regional Airport	8.4Km
Bus Depot	3km

Location Map



Your perfect travel companion.

QUEST BOOKING TERMS AND CONDITIONS

- **ALL BOOKINGS.** are held in good faith to the arrival and departure date listed in this reservation, at the rate specified. To confirm reservations, either current valid credit card details are required, or a deposit received equal to first night's accommodation 10 days prior to arrival. Variations to this may apply during peak periods at the property's discretion.
- **UPON ARRIVAL.** each guest will be required to sign a standard Quest registration form, and accept the terms and conditions therein of his/her stay.
- A Minimum deposit of 50% must be made at the time of confirmation. Deposits are non-refundable as per the cancellation policy.
- **PAYMENT OF RESERVATION.** any Quest property accepts all major credit cards, however may vary from property so please check at reception. On arrival a pre-authorisation of your credit card for your accommodation amount may be required.

If paying by Credit Card a surcharge of 1.5% will be charged to all credit cards. If paying in Cash, a room security bond will be required upon arrival. Although minimum of first night accommodation, this amount may vary from property to property, please check with reception.

Cheques are not accepted as payment for accommodation unless received, banked and cleared 10 days prior to arrival as a full pre-paid deposit.

- **QANTAS FREQUENT FLYER POINTS.** at Australian properties, QFF Members are awarded 3 points for every whole dollar charged to their account for accommodation only, on properties Published Rates and General Corporate Rates.

The following products and services are not eligible for QFF points:

- Accommodation that forms part of an inclusive tour purchase (package).
- Accommodation charged at the wholesale rate.
- Accommodation charged at Negotiated Corporate Rate or Government Rate
- Accommodation charged at heavily discounted rates, such as those found on Last Minute sites.
- Conference related expenses, seminars and banquets.
- Accommodation earning QClub Dollars.
- Accommodation redeemed using QClub Dollars.
- accommodation charged from a special QClub offer any services provided by a third party

Points can only be earned by 1 member per room/apartment and cannot be split between 2 or more members occupying the same room/apartment.

Members can claim points on a maximum of 3 rooms/apartments and a maximum 7 nights per stay applies.

QUEST CANCELLATION POLICY

- **CANCELLATION FEE** of one night's accommodation will apply to any booking cancelled within 48 hours of arrival time. If no arrival time is specified, it is deemed by 10pm of that day. Any cancellation fee will automatically be charged to the credit card on the confirmation, or deducted from the reservation deposit.

Please note that any Quest property may alter these terms and conditions for specific bookings, and advise by return letter, the terms and conditions that will apply. (i.e. Group or Peak Period reservations)

QUEST GROUPS CANCELLATION POLICY

For information on the Group Cancellation Policy, please contact the Quest Property direct.