

KINGS COURT MOTEL

COVID-19 Policies

Covid-19 Vaccine Passes

Here at Kings Court Motel, we have always tried to provide a safe and clean environment for our guests to enjoy. This has been demonstrated by the fact that we are a CovidClean approved motel under the independent Qualmark quality assurance scheme. During the Covid-19 pandemic we are very aware of our responsibility to protect the vulnerable, the young and the old, guests and staff members. For this reason we have 'opted in' as a business requiring all guests and visitors to obtain the "My Vaccine Pass" in order to stay at our Motel. For our part, we can confirm that all our staff and key suppliers have chosen to be fully vaccinated.

With effect from 3rd December 2021, we require all eligible guests staying with us to provide proof of their Covid-19 vaccination status via the My Vaccine Pass. This pass will be verified at check-in. On arrival you will be asked to present the Vaccine Pass for **all members of your party** who are eligible to receive the Covid-19 vaccination (i.e. everyone aged 12 and over). It should also be noted that no visitors for guests will be permitted onto the property without first reporting to Reception and presenting their Vaccine Pass for verification. You may have received a purple vaccination card at your first appointment but this is not official proof of your vaccination — it is only to remind you when your second appointment is.

If you are unable to show a valid Vaccine Pass for all eligible members of your party, you will not be able to stay at the Motel and your reservation will be considered cancelled – no refunds will be forthcoming and our standard cancellation policy will apply (you will be charged for the first night's accommodation) unless more than 48 hours' notice has been provided by the booker of the accommodation.

In order to avoid any disappointment please check that **all** your party will be able to produce the necessary Vaccine Pass before leaving home.

If you need to cancel your booking due to a Government enforced lockdown, or the need to enter quarantine/self-isolation after becoming a 'close contact' of a confirmed case, we will waive any cancellation fee, but may request proof to support these circumstances.

While at the Motel

All guests and visitors to the motel are required to wear a face covering when visiting Reception (e.g. at check-in) and during **any** interactions with staff at the Motel. Guests and visitors are also encouraged to scan in using the Covid-19 Tracer app or sign in using the manual slips available at Reception. The QR code is available for scanning both inside and outside the Reception office and is also available in the compendium in each room.

KINGS COURT MOTEL

Servicing of rooms

For guests who are staying more than one night we offer a daily room service which is carried out during the morning housekeeping schedule. During times when the Whanganui region is at either the Red or Orange "Traffic Light" level, room servicing will only be carried out while guests are not in their room. If you wish to vacate your room temporarily, a full room service usually takes between 15 and 25 minutes.

Further information

If you wish to contact us, prior to your arrival or if you have any questions regarding the above matters, please call us on 06 345 8586.

NOTE: Vaccine Passes can be downloaded onto a mobile device from <https://mycovidrecord.health.nz/>, obtained through the post or via a Government appointed pharmacist. If you have a query about the Vaccine Pass, you can call the Government helpline on 0800 222 478 between 8am and 8pm, 7 days a week.