Terms & Conditions

Effective Date: 1 July 2026

Welcome to Itu'au Homestay. We are a small, family-owned boutique homestay located in the Satupa'itea District of Savai'i, Samoa. By making a booking with us, you agree to the following terms and conditions.

Bookings & Payments

All bookings are subject to availability. Your booking is confirmed and your dates secured once the required deposit or full payment has been received.

Following confirmation of your requested dates, we will send an invoice with payment instructions. Payments can be made securely online by card via Stripe or by NZ bank transfer.

Payment requirements:

- **Bookings made more than 30 days before arrival:** A 50% deposit of the total accommodation cost is required to secure your booking.
- **Remaining balance:** The outstanding 50% is payable no later than 30 days before arrival.
- **Bookings made within 30 days of arrival:** Full payment is required to confirm your booking.

Deposits are payable within 48 hours of receiving your invoice. If payment is not received within this timeframe, we reserve the right to release the requested dates.

Additional services ie.home-cooked dinners, bike/surfboard/kayak hire, transfers & other optional activities may be paid in cash (WST) during your stay, unless otherwise arranged.

Promotional Rates

Any introductory or promotional rates are subject to availability and must be booked and secured with the required deposit by the advertised offer expiry date. Once confirmed, the agreed rate will be honoured for your stay.

Cancellation Policy

We understand that travel plans can change.

Cancellations made more than 30 days before arrival are eligible for a refund, less any payment processing fees. Cancellations made 30 days or less before arrival are non-refundable. No refunds are provided for no-shows, late arrivals, or early departures. If we are required to cancel your booking due to circumstances beyond our control, guests will receive a full refund of any payments made.

Security Bond

A refundable bond of WST $100 is required before check-in and will be advised at the time of booking.

The bond may be used to cover any property damage, excessive cleaning, or lost keys/homestay property. Any remaining balance will be refunded after check-out.

Guest Responsibility & Liability

Guests are responsible for their own safety and personal belongings during their stay.

While every effort is made to provide a safe and enjoyable environment, Itu'au Homestay accepts no liability for:

Loss, theft, or damage to personal property.
Injury, accident, illness, or death occurring during a guest's stay, except where required by law.
Delays, interruptions, or changes caused by weather, natural events, transport disruptions, power outages, internet outages, or circumstances beyond our control.

Guests use all facilities, including the swimming pool, gardens, outdoor areas, and surrounding property, at their own risk.

Children must be supervised by a responsible adult at all times.

House Rules

To ensure a comfortable stay for all guests and respect for our local community, we kindly ask that you:

Treat the property, furnishings, and gardens with care.
Respect the privacy of hosts, neighbours, and fellow guests.
Observe reasonable quiet hours, particularly during the evening.
Smoking is permitted only in designated outdoor areas.
Do not host parties or events without prior approval.
Registered guests only are permitted to stay overnight.
Report any damage or maintenance issues as soon as possible.
Follow any safety instructions provided by your hosts.
We reserve the right to terminate a stay without refund where guests engage in unlawful, dangerous, or disruptive behaviour.

Changes to These Terms

These Terms & Conditions may be updated from time to time. The version in effect at the time of booking will apply to your reservation.

Contact Us

If you have any questions regarding these Terms & Conditions, please contact us before making your booking.

Itu'au Homestay
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