

FAQs

Answering your questions on staying at Alpers Lodge under Covid-19 Alert Level 3 NZ

Q: Is reception open?

A: Reception remains closed at level 3

Q: Is every room available to book?

A: Sorry, only Morton Rooms and some family rooms are available to book at level 3 in order to provide private access/non-contact service.

Q: I am a walk-in guest, can I book a room and stay?

A: Yes, phone available at the reception door and you can dial "867" to book a room. We require full payment + \$100 bond, a valid credit card, every guest photo ID, booker's address.

Q: Can I book meals with Alpers Café?

A: Yes, at level 3 we only provide pre-order continental breakfast only. Please enquire/book upon your reservation.

Q: Is Sky channels available?

A: Sorry, Sky channels are not available at level 3

Q: How can I make/secure a reservation?

A: Guest can make a reservation by phone, via email or through online. We require full payment + \$100 bond, a valid credit card, every guest photo ID, your ETA, booker's address. Our email is reservations@alperslodge.co.nz

Q: How can I check in?

A: Instructions available at the entrance door, we have an onsite person provide contactless check in. Upon your check in, we also require car rego parked at Aleprs.

Q: Is there still daily room service?

A: Sorry, we are unable to provide daily room service. However, if you need towels, tea&coffee sachets, etc. Please ring "867"

Q: After I check in, what shall I do if I have in-house enquiry/service?

A: Please ring "867" and our onsite staff are always there for your enquiry.

Q: How can I check out?

A: You can simply leave the key in room and lock the door back. The bond will be released after our inspection of the room.