

Terms and Conditions

PAYMENT POLICY

We require one nights stay as a deposit on booking confirmation. We require payment by bank transfer but Paypal is available for credit card transactions, however, there is a 3.4% surcharge processing fee for this service. The balance of stay is payable 30 days prior to arrival.

CHILD POLICY

As we are a family friendly lodge children are more then welcome. A high chair, cot, cot sheets, toys, play mat, baby bath, bouncer, plastic cups, plates and bottle microwave sterilizer available free of charge. Children under 10 are free with a paying adult.

CANCELLATION POLICY

Cancellations made greater than 30 days or more from date of arrival will lose their deposit only. The full cost of the booking is charged if cancellation is made less than 30 days prior to expected arrival or in the event that guests do not arrive.

We will do our best to re-sell the lodge/apartment, and we will refund all costs if successful less a \$50.00 administration fee.

As we are a small family internet business, any cancellations affect us greatly, so we strictly impose our cancellation policy. We therefore strongly advise you to take out travel insurance in case you have to cancel for reasons out of your control.

NO-SHOW

Please see cancellation policy above.

CHECK IN/OUT

Check in is after 2pm.

Check out is 10am or earlier. Late check is by prior arrangement only. A late check out may incur additional costs due to new guests arriving.

EARLY DEPARTURE

We understand that from time-to-time, guests may change their minds and wish to depart earlier than scheduled. We are unable to offer refunds for early departures. We will however, do our best to re-sell the lodge/apartment, and will refund all costs if successful less a \$50.00 administration fee.

PETS

We are sorry we do not allow pets in any of our rooms unless it is a working animal e.g. guide dog for the visually impaired. However, pets are welcome if they stay outside, we have water and food bowls available.

UNREASONABLE SOILING POLICY

In the event that additional cleaning of the room or fixtures are required (including kitchen, bedding, bed and mattress), reasonable cleaning costs will be charged to the person who made the booking on departure.

GENERAL

Any damage to rooms and communal areas of the property may be charged plus any resultant loss of income if applicable. Any unacceptable behavior or continuous noise levels may result in guests being asked to leave the premises without refund.

SMOKING

All rooms of the property are smoke-free and therefore all smoking must take place outside and away from open windows. This includes electronic cigarettes. Please dispose of you cigarette butts responsibly and do not litter. Please make sure they are completely stubbed out before disposal in bins. Smoking inside may result in an appropriate cleaning fee.

ACCEPTANCE

By paying your deposit and confirming your booking, the person making the booking is stating the following:

- I accept personal liability for the payment of all costs associated with the above accommodation.
- I give authorization to invoice me for any unpaid charges, damages, loss of property or costs involved with cleaning smoke affected rooms or rooms and beds soiled with human matter or fluids that excess the bond amount.
- I understand there is a **NO SMOKING** policy for all rooms.