



## Terms & Conditions

### Cancellation Policy

Due to our size, any cancellation will affect us significantly. We will make every effort to rebook rooms, however, we reserve the right to charge:

- 100% of the total booking price (including pre-booked meals and activities) for cancellations within 7 days of arrival date or in the case of non-arrival
- 50% of the total booking price for cancellations within 30 days of arrival date
- 25% of the total booking price for cancellations within 60 days of arrival date for bookings of 6 room nights or more (small groups and long stays)
- No refunds are given for early departures.
- We recommend that you have travel insurance to cover cancellations.

### Children Policy

- Please note that our facilities are not suitable for toddlers or children under 18
- Babies under 1 year old are welcome in the Bush Suites

### Minimum Stay

- We have a two night minimum stay

### Smoking Policy

- We are a no smoking property. Fire is our biggest risk.
- Any smokers must be outside, well away from other guests and open windows / doors.
- Anyone ignoring this rule will be charged a cleaning surcharge and may be asked to leave.

### Accessibility / Allergies

- Access to the Lodge Rooms is via stairs
- One of the Bush Lodges is accessible, please mention this requirement when booking.
- Two Bush Lodges have wooden floors and are suitable for allergy sufferers.

### Maximum Occupancy

- All rooms sleep a maximum of 2 adults

### Dining

- A set-menu dinner is served around 7:30pm. 24 hours advance booking is essential.
- Price includes pre-dinner aperitifs & nibbles from 7pm & post-dinner coffee but excludes drinks with or after dinner.
- Please advise us of any dietary requirements when booking, thank you.

### Check-in and Check-out times

- Normal check-in time is from 4pm. On the day of departure, we request that you vacate your room no later than 10.30am. If an earlier check-in or late check-out would suit you better please contact us and we will endeavour to accommodate your request.

### Christmas

- We do not have a Christmas surcharge, however we do not accept check-in or check-out on December 25<sup>th</sup> and we offer a reduced room servicing on this day. We serve a festive 4-course dinner on the evening of December 25<sup>th</sup>.

### Other Terms & Conditions

- We reserve the right to refuse any bookings without reason.
- We reserve the right to amend our Rates & Terms & Conditions (excluding existing bookings and contracted terms.)