



## Terms & Conditions

### Cancellation Policy

Due to our size, any cancellation will affect us significantly. We enforce our cancellation policy so we recommend guests take out travel insurance.

- › 100% of the total booking price (including dinners & pre-booked activities) for cancellation within 14 days of arrival date or in the case of non-arrival / early departure
- › 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
- › 100% of the total booking price for cancellations within 90 days of arrival date for DBB-1N, DBB GROUP, DBB GROUP-1N products and for bookings of 7 or more room nights (single or multi-room bookings)

### Children Policy

- › Please note that our facilities are not suitable for toddlers or children under 18
- › Babies under 6-months welcome in Bush Suites or for DBB GROUP bookings

### Minimum Stay

- › Most of our products have a two night minimum stay
- › Single night stays are considered under certain conditions, please contact us

### 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.

### Maximum Occupancy

- › All rooms sleep a maximum of 2 adults

### Dinner

- › Dinner price includes pre-dinner aperitifs & nibbles from 7pm & post-dinner coffee but excludes drinks with or after dinner. The set-menu dinner is served around 7:30pm. Please advise any special dietary restrictions when booking.

### Check-in and Check-out times

- › Check-in time is between 3 – 6:30pm. Contact us to request an early/late check-in
- › Check-out from room no later than 10.30am

### Christmas

- › No check-in or check-out on December 25<sup>th</sup>. No Christmas surcharges.
- › Reduced room servicing on 25<sup>th</sup>. Festive dinner on the evenings of 24<sup>th</sup> & 25<sup>th</sup>

### Other Terms & Conditions

- › We reserve the right to upgrade guests to a higher room class
- › 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)

