

# **Kinloch Lodge Booking Conditions**

## ***General Booking Arrangements***

Double & twin rooms are sold on a 'per room' basis. Wilderness 3 share bed rooms and 4 / 5 share bunk rooms are sold on a 'per bed' basis. Child rates in bunk rooms apply at age 11 and under.

Wilderness bunk rooms are 'shared' rooms which means that empty beds in one room are filled before putting people into the next empty room. To have sole, private use of a room you should either book a twin / double room or be prepared to pay for the empty beds in the room you occupy. The charge for empty beds in bunk rooms is based on selling a 4 or 5 share room to 2 adults & 2 children.

Additional conditions may apply to special or promotional offers, courses, workshops or limited availability functions.

## ***Holiday Periods***

We do not check guests in or out on Xmas day & New Years day so a 2 night booking minimum is required over these holidays.

A 15% surcharge is added to all food and beverage sales on Public Holidays.

The restaurant is closed on 25th December 2006

Accommodation for New Years Eve is sold on a basis that includes a charge for a buffet. The cost & content will be advised at the time of booking.

## ***Confirmed Bookings***

A booking is only able to be confirmed once Kinloch lodge has your valid credit card details, or an agents order or voucher number or an appropriate deposit and in the case of a group booking a signed acceptance of a copy of the booking conditions.

A booking reference number is issued once the booking is confirmed and this is given verbally or where possible detailed by email.

Once you have a confirmed booking for accommodation or activities, you will be subject to the cancellation conditions below.

## ***Cancellation***

For your own protection you are advised to take out travel insurance cover that will reimburse you for cancellation charges that you may incur

If you cancel a booking less than 24 hours before check in time on due arrival date into a wilderness room, or 48 hours in the case of a heritage room, you will be charged the full cost of the first night of the booking.

If you cancel room nights during your stay, 24 hours notice required before the official check in time of 3.00 pm

## **Kinloch Lodge Booking Conditions, cont.**

In the event of a 'no show' you will be charged the full cost of the first night of the booking and the remainder of the booking will be cancelled. When this stay coincides with a minimum stay period a 48 hour cancellation fee will apply to both Wilderness and Heritage rooms.

Where we have pre-booked chargeable activities on your behalf, cancellation charges will be as per the operators' cancellation policy.

If you cancel a pre-booked Kinloch Lodge Track transfer at less than 24 hours notice you will be charged the full cost of the booked transfer.

### ***Check in & Check Out Times and Access to On-site Facilities***

Check in & check out refers to rooms, communal areas and on-site facilities.

- The check in time is 15.00.
- The check out time for wilderness rooms is 10.00.
- The check out time for heritage rooms is 11.00.
- For whole site hire, the check out time is 10.00.
- If a room has not been vacated by 12.00, an additional nights charge will be applied.

If you want to arrive early or remain on site & use facilities after check out you should enquire about our facility usage charges.

If you have guests who wish to join you on site in the communal facilities you should advise reception who may add the appropriate facility use charge to your account.

We cannot guarantee a table in the restaurant without a prior reservation. The restaurant may be fully booked by groups for private functions on occasions. The bar / restaurant area closes at 1 am at the latest.

On occasions there may only be special or set menus available in the restaurant. These will be advised at the time of booking.

Communal areas such as the kitchen, lounge, TV rooms, showers etc may be closed for a short period during the day to permit cleaning.

The communal Kitchen, lounge & TV rooms will be closed at 12.30 am to ensure guests are not disturbed by noise.

The hot tub may be closed for short periods for water treatment. It will periodically be closed for a 24 hour period to drain, refill & reheat and so use of the hot tub cannot be guaranteed.

### ***Environmental Impact***

Kinloch Lodge is a Green Globe affiliate and actively promotes recycling, energy efficiency, minimisation of waste and consideration of the social impact of our business. We ask our guests to use our recycle facilities a make use of drying lines. We will organise transport arrangements to reduce vehicle movements when possible. Many of our booking conditions are there to minimise our offsite impact as much as possible.

# **Kinloch Lodge Booking Conditions, cont.**

## ***Consideration of Others***

Kinloch Lodge will strive ensure that all of our guests have a great experience whilst staying at Kinloch. To help achieve this the following requirements are made of all guests:

- There is a general quieten down time on site of 10.30 pm. At this time we ask guests to turn down the stereo in the communal lounge & also the TV room. Guests need to have consideration for other guests, especially young children who are trying to sleep in their rooms and not 'congregate' outside of rooms.
- Excessive noise or anti social behaviour will not be tolerated at any time. Where your behaviour is such that other guests have to be recompensed, or leave early, the cost will be passed on to yourself.
- The BBQs, tables, chairs, benches, sunshades etc that we provide on site should be left in position. Guests are not permitted to bring their own furniture or BBQs onto site. There is a public area on the DOC reserve by the lake which is suitable for such purposes.
- Vehicles should be parked in the designated areas.
- Guests are not to monopolise shared facilities to the exclusion of others.

## ***Damage & Cleaning***

Accommodation providers recognize that general wear & tear, minor breakages & regular cleaning are part of the business they operate. The cost to remedy loss or damage or cleansing beyond this level will be passed on to the persons responsible.

Such costs will cover our own staff costs, the costs of specialist contractors, repair or replacement costs and any loss of revenue as a result of a room or facility not being available for guest use.

## ***Personal Possessions***

Your personal possessions are at all times your own responsibility. This is regardless of whether items are in a locked room, communal area or in your own vehicle.

Lost property will be kept at Kinloch Lodge for 3 months after which it will be disposed of. We will return property that you leave here to you on receipt of a self addressed prepaid postage pack.

## ***Pets***

You may bring your well behaved, controlled pets to Kinloch. Pets are not permitted in any room or communal area. If your pet is found in a room you may be charged for additional cleaning. If you do not control your pet you will be asked to leave. If your dog is likely to repeatedly bark or howl if left tied up, or outside a room or in a vehicle you should not bring it with you.

## ***Group Bookings: additional booking, deposit & cancellation conditions***

A group means 12 or more persons.

Groups need to confirm meal requirements in advance with choices made from the group menus published on our website.

## **Kinloch Lodge Booking Conditions, cont.**

A booking for a group may not be confirmed until we have received a signed acceptance of the booking conditions from the group organizer.

For all group bookings full payment for the accommodation required is taken as deposit at the time of booking. In the event of cancellation the cancellation fee depends on the length of notice given as follows: -

- More than 1 month notice of cancellation – \$250 charge.
- Between 1 month & 14 days notice – 50% of deposit
- Between 13 days & 4 days notice – 75% of deposit
- Less than 4 days notice – 100% of deposit

During our peak season of 1st Dec to 31st March or Easter Monday (whichever is later), overnight group bookings are restricted to either a full site hire with a catered dinner and breakfast chosen from our published group menus for everyone staying on site, or to a group of up to a maximum size of 12 persons

A group booking for the whole site for a single night only during the above high season dates will be subject to a \$750 surcharge.

The balance of account for a group is to be settled by a single payment on departure unless other arrangements have been made in advance of arrival.

Wedding groups at Kinloch are subject to the arrangements and fees set out in the “Planning for a wedding” document published on our website

### ***Catered functions at Kinloch Lodge***

We are equipped with tableware for up to 60 persons. When catering for larger numbers there will be an additional charge for hire of plates, cutlery, glasses etc.

Catering numbers need to be confirmed 72 hours out and form the basis for charging.

Group organisers may arrange, in advance, BYO wines at a corkage of \$15 per bottle. The storage, service & control of supply of BYO wines remains the responsibility of Kinloch Lodge. This BYO policy applies only to wines ie not beers or spirits.

### ***Deposits and cancellation policy for catered functions for non residential groups***

- A deposit of 25% of the total catering costs is taken at the time the function is confirmed.
- If more than 2 weeks notice of cancellation is given, the deposit will be returned.
- If between 2 weeks and 1 weeks notice of cancellation is given, 50% of the deposit is returned.
- If 1 week or less notice of cancellation is given the deposit is lost.