

TERMS & CONDITIONS OF STAY

THE LODGE BELLINGEN

PLEASE READ CAREFULLY BEFORE CONFIRMING YOUR BOOKING

1. Acceptance of Terms

By making a booking with The Lodge Bellingen you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions on behalf of yourself and all guests included in the booking.

Payment of a deposit or full payment constitutes acceptance of these Terms & Conditions.

2. Accuracy of Booking Details

You are responsible for ensuring all booking details are correct. Any errors or discrepancies must be notified to staff within **48 hours of receiving your booking confirmation**.

3. Reservations, Rates & Occupancy

- All reservations are subject to availability and confirmation.
- Quoted rates are valid for **24 hours only**, unless otherwise stated.
- All prices are **estimated until confirmed in writing**. Once a booking confirmation has been issued, the confirmed rate will apply to that reservation.
- Rates are subject to **dynamic pricing** and may fluctuate up and down based on availability, demand, seasonality, and market conditions. Rate changes will not apply to confirmed bookings unless a booking is modified.
- Accommodation may only be occupied for the **period and number of guests** stated on the booking confirmation.
- In-room minibars are stocked with sweet and savoury snacks, alcoholic and non-alcoholic beverages, and selected lifestyle items. Charges apply for all minibar consumption.
- If you require items removed from the Minibar please contact reception.
- Mini Bar and Pool Bar food and beverage items will be **charged to your room**. All charges incurred during your stay must be **settled prior to departure**.
- Food and beverages ordered through the **Restaurant must be paid for separately at the time of purchase and cannot be charged to the card on file or your room**, unless included as part of a **prepaid package**.

Items utilised throughout your stay will be charged to the credit card on file unless notified of alternative preferred payment.

Minibar disputes can be emailed to contact@thelodgebellingen.com.au

4. Payment Terms

A valid credit or debit card is required to secure all bookings.

The Lodge Bellingen reserves the right to process payment as follows: Full payment is required prior to arrival in accordance with the timeframes below:

4.2 Standard/ Off peak Period-

- **Compact Queen, Superior Queen, Superior King, Family Room, Superior King Suite, Deluxe King:** Full payment required 2 days prior to day of arrival.
- **Luxury Glamping Tents & Luxury 2-Bedroom Mountain Retreat:** Full payment required 14 days prior to day of arrival.
- **ALL THIRD PARTY bookings:** require full payment 14 days prior to day of arrival

4.3 Peak/ School Holidays (NSW & QLD) Period-

- **Compact Queen, Superior Queen, Superior King, Family Room, Superior King Suite, Deluxe King:** Full payment required 14 days prior to day of arrival.
- **Luxury Glamping Tents & Luxury 2-Bedroom Mountain Retreat:** Full payment required 30 days prior to day of arrival.
- **ALL THIRD PARTY bookings:** require full payment 14 or 30 days prior to day of arrival pending room type booked.

4.4 Peak Christmas and Easter Periods-

- **Compact Queen, Superior Queen, Superior King, Family Room, Superior King Suite, Deluxe King:** Full payment required 14 days prior to day of arrival.
- **Luxury Glamping Tents & Luxury 2-Bedroom Mountain Retreat:** Full payment required 60 days prior to day of arrival.
- **ALL THIRD PARTY bookings:** require full payment 14 or 60 days prior to day of arrival pending room type booked.

4.5 Wedding, Group and Event bookings -

Which include; Weddings held onsite, Groups (4 or more rooms), Corporate events, Other Events held on site and Local Events (Including Music & other Festivals, Sporting and Weddings held in the area)

- All rooms require full payment 30 days prior to day of arrival
- For group or wedding bookings, where guests are paying separately, it is the primary guest's responsibility to ensure all payment details are provided prior to the payment due date unless otherwise agreed in writing.

Failure to provide payment within the required timeframe may result in **cancellation of the booking** without notice.

All credit and debit card payments incur a **1.5% processing fee**.

5. Cancellation Policy

- Once payments have been processed in accordance with the applicable **Payment Terms**, bookings are **non-refundable & booking dates cannot be changed**.
- **Exceptional Circumstances – Management Review Only:** Requests for a **credit or refund will only be considered under extreme and unforeseen circumstances**.
- Change of mind, weather conditions, cancellation of events, travel delays, or personal scheduling issues **do not qualify** as exceptional circumstances.
- All credit/refund requests must be emailed to contact@thelodgebellingen.com.au this request will be forwarded to management for review within 7-10 days.
- Where a credit/refund is permitted under this Cancellation Policy, any approved credits/refunds will be subject to a **10% cancellation administration fee**, calculated on the total booking value, **excluding non-refundable transaction or card processing fees**.
- The cancellation administration fee represents a **genuine pre-estimate of administrative and booking costs** incurred by The Lodge Bellinghen.

5.2 Off-Peak Cancellations

- **Within 2 days of arrival:** Compact Queen, Superior Queen, Superior King, Family Room, Superior King Suite, Deluxe King. **100% of the booking value is forfeited.**
- **Within 14 days of arrival:** Luxury Glamping Tents and Luxury 2 Bedroom Mountain Retreat, **100% of the booking value is forfeited.**
- Online travel agent bookings require **14 or 30 days' notice**, depending on your booking terms at the time of reservation. Any cancellations or changes to your booking must be made direct through your Online Travel Agent.

5.3. Peak/ School Holiday (NSW & QLD) Cancellations

- **Within 14 days of arrival:**
Compact Queen, Superior Queen, Superior King, Family Room, Superior King Suite, Deluxe King. **100% of the booking value is forfeited.**
- **Within 30 days of arrival:**
Luxury Glamping Tents & Luxury 2-Bedroom Mountain Retreat. **100% of the booking value is forfeited.**

5.3. Peak Christmas & Easter Period Cancellations

(Including Christmas Holidays and Easter Long Weekend)

- **Within 14 days of arrival:**
Compact Queen, Superior Queen, Superior King, Family Room, Superior King Suite, Deluxe King. **100% of the booking value is forfeited.**
- **Within 60 days of arrival:**
Luxury Glamping Tents & Luxury 2-Bedroom Mountain Retreat. **100% of the booking value is forfeited.**

5.4 Wedding, Group and Event Booking Cancellations

- **Within 30 days of arrival:** All accommodation types. **100% of the booking value is forfeited.**
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5.5 No-Shows & Early Departures

- Failure to arrive or early departure for any reason will result in **100% of the booking value being forfeited**, including the cancellation fee where applicable.
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6. Vouchers

- Vouchers must be mentioned at the time of booking and presented upon arrival
 - Bookings are subject to availability, blackout dates may apply
 - Standard booking terms and conditions, cancellation policies apply to all reservations made using a voucher
 - Vouchers cannot be redeemed for cash.
 - Vouchers are non-refundable
 - Vouchers are valid for **three (3) years** from the date of issue and will not be extended.
 - Vouchers may only be used for accommodation and food and beverage purchases at the issuing venue, unless otherwise stated, Vouchers can not be used for Restaurant dining only.
 - If the total booking value exceeds the booking value amount, the balance must be paid by the guest at the time of booking. If the booking value is less than the value about, the remaining balance will remain valued until the expiry date.
 - Lost, stolen, damaged or expired vouchers will not be replaced, unless proof of purchase.
 - Vouchers may not be used toward group accommodation blocks reserved under a wedding group unless prior approval is obtained.
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6. Pets – Prior Approval Mandatory

Pets are **not automatically permitted**.

- All pets **must be approved in writing by management prior to booking**.
- Pet approval is subject to pet friendly room availability. Pets are not permitted in all room types.
- Applicable pet fees will apply
- Unapproved pets may result in immediate cancellation of the booking and eviction **without refund**.
- Approved pet owners must complete The Lodge 'Pet Registration Card' on arrival, and adhere to the Terms & Conditions at all times.
- **Pets are strictly prohibited in the pool area.**

7. Guest Numbers & Noise Conduct

- Due to fire and safety regulations, guest numbers must not exceed the maximum occupancy confirmed for each room type. This includes all children and infants.
- All children and infants must be declared prior to booking to ensure you are reserving the correct room type for your party and stay.
- Guests are not permitted to bring additional bedding for their stay at The Lodge Bellingen. Please note that not all room types can accommodate extra bedding. Any extra bedding if approved and available is to be booked through reception at the Lodge Bellingen and will incur an additional fee
- Only registered guests are permitted to stay at The Lodge Bellingen after events held onsite have ceased, all other guests are too vacant quietly being considerate to our neighbours.
- For any questions regarding occupancy or bedding configurations, please contact Reception directly prior to arrival.
- Soliciting is strictly prohibited on the premises at all times
- The Lodge Bellingen has a strict No parties, gatherings, or after-parties policy. This includes after events held onsite that have ceased at the restaurant.
- No person on the premises shall commit conduct that is a nuisance to other guests or adjoining neighbouring properties. To comply with NSW law; all music/ noise must cease at The Lodge Bellingen before 12 midnight. Unacceptable behaviour is not tolerated & guests will be asked to leave immediately. No refund will be given.
- Quiet hours apply between **10:00pm and 7:00am**
- Breaches, including noise complaints, may result in eviction without refund and a **\$500 call-out fee**.

8. Children

- Guests under 12 years of age must be accompanied & supervised by an adult at all times
- To respect other guests and children's safety, electric bikes or scooters are prohibited from use on the premises
- Children must be accompanied by an adult to supervise in the pool area, while feeding the Alpacas, and all other areas of the property at all times
- Children must be accompanied by an adult in every room, Luxury Glamping Tent or Luxury 2 bedroom Mountain Retreat on site at The Lodge Bellingen

9. Check-In & Check-Out

- **Check-in:** from 2:00pm
- **Check-out:** by 10:00am

Early check-in or late check-out is subject to availability and management approval and may incur additional charges.

10. Cleaning, Smoking & Condition of Rooms

Rooms must be left in a clean and tidy condition.

- Excessive cleaning: **\$100 charge**

Smoking inside rooms is strictly prohibited, you must be 15 metres away from the rooms or communal spaces while smoking. Any sign of smoking in the rooms and you will be charged for a specialised clean to eliminate odours.

- Smoking inside rooms: **\$200 specialised cleaning fee**
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11. Damage & Lost Property

- You are responsible for any loss or damage caused by yourself or any member of your group.
 - Any breakages, damages and/or additional cleaning within the unit and or common property, not resulting from normal wear and tear, are the responsibility of the guest and must be reported. Guests are responsible for any cost that may be incurred, and payment will be debited from the credit card on file.
 - Should we recover your lost property we can make arrangements for you to collect or to post it back to you, we will request permission to charge the card on file for postage. Note: we only hold items for 3 months. After that period items will be donated or disposed of.
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12. Parking & Personal Property

- There is one allocated parking space per room. Please respect other guests and make sure you **park in your allocated space**. For any additional vehicles and or boat/ trailer parking please speak with reception.
 - The Lodge Bellinghen accepts no responsibility or liability for any loss of, or damage to, vehicles or any property left within them while using the car park. The Lodge Bellinghen is also not liable for any personal injury sustained in the car park, howsoever caused, including as a result of negligence.
 - The Lodge Bellinghen accepts no responsibility for loss, theft, or damage to personal property. Guests acknowledge personal belongings are not covered by our insurance.
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13. After-Hours Call-Outs

- An after hours service is provided for any after hour issues.
 - If management has to be called out to The Lodge Bellinghen (out of reception hours) for a noise complaints or non emergency issues there is a **\$500 call-out fee** that will be charged to their credit card.
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14. Swimming Pool

Pool Hours: 8:30am – 9:30pm daily

Guest Access

- Pool areas are exclusively for registered hotel guests.
- Management reserves the right to refuse access or service to the pool area for safety or conduct reasons.
- Guests must comply with all pool policies. Violations may result in being asked to leave the pool area or The Lodge premises.
- Use of the pool is at guests' own risk. There is **no lifeguard on duty**.

Children & Supervision

- Children under the age of 12 must be accompanied by an adult at all times.
- Children under the age of 3 must wear **swim nappies**. Parents are liable for any incidents that occur due to failure to supply proper swim nappies, including pool closure or draining.

Safety Rules

- No bombing permitted.
- No rough play, running, pushing, or other unsafe behaviour is allowed.
- Any injuries must be reported immediately to The Lodge staff.

Smoking & Pets

- Smoking or e-cigarettes are **not permitted** in the pool area.
- Pets are strictly **prohibited** in the pool area for safety and hygiene reasons.

Alcohol & Glassware

- Guests may not bring their own alcohol into the pool area; this is a licensed space.
- Glass containers are strictly prohibited. Plastic wine glasses are available for guest use.

Pool Equipment & Floats

- Pool chairs may **not be reserved**.
- Outside pool floats are **not permitted** as they may reduce space for other guests.

Music & Noise

- To respect other guests, music may only be played through personal headphones. Amplified or external music is prohibited.

15. Travel Insurance

- Would you like to protect this booking with Cancellation Cover? We strongly recommend you purchase comprehensive travel insurance at the time of booking. We suggest that the policy should include, but not be limited to, the reimbursement of any monies paid in the event the travel is canceled; loss or damage to personal baggage and loss of money and medical expenses.

16. Photoshoots, Video & Commercial Use

- No photoshoots onsite unless prior approval has been confirmed with The Lodge Bellingham Management.

- Any activity (including photography and videography) of a commercial or promotional nature is not permitted anywhere within the hotel or property without the prior written approval of hotel management and, in the case of photography/videography, without an authorised location acknowledgement.
 - Hotel rooms are to be used solely for guest accommodation and enjoyment. Hotel rooms are not to be used as locations for commercial activity including pop up shops, trunk shows etc. For any queries please contact
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17. Events Beyond our control

- The Lodge Bellinghen is not liable for any failure or delay in performing obligations due to events beyond our control. This includes but is not limited to: Natural disasters (including Fire, Flood or Storms), pandemics, Government restrictions, power outages, utility failures, industrial actions or other unforeseen events. In such circumstances, The Lodge Bellinghen reserves the right to cancel, modify or suspend bookings without liability
 - Management may, at its sole discretion, offer a credit or alternative arrangement, subject to availability and existing policies.
 - The terms and conditions of booking are subject to change without notice.
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18. Right to Refuse service

- The Lodge Bellinghen reserves the right to refuse accommodation, entry, service or continued occupancy where permitted by law
 - This includes but not limited too; inappropriate behaviour, breach of terms & conditions, safety concerns, intoxication, misrepresentation at the time of booking or failure to comply with staff instructions
 - Refusal of service may occur prior to or during your stay.
 - No refund will be provided where refusal of service results from a guests actions or breach of these terms and conditions
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19. Maintenance, Repairs and Access to Rooms

- The Lodge Bellinghen reserves the right to access guests rooms for maintenance, repairs, inspection, housekeeping, safety checks or emergencies
 - Reasonable notice will be provided where possible
 - immediate access may be required for urgent or safety related situations
 - The Lodge Bellinghen is not liable for inconveniences caused by essential maintenance or repairs onsite.
 - No compensation or refund will be provided for temporary disruptions to service or facilities
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20. Wi-fi and internet use

- Complimentary wi-fi is provided
- However The Lodge Bellinghen is located on a rural property as such availability, speed, security and uninterrupted access can not be guaranteed
- Internet services are used at the guests own risk

- The Lodge Bellinghen is not responsible for loss of data, security breaches, viruses or damage to personal devices
 - Internet access must not be used for unlawful, offensive or inappropriate activities
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21. Limitation of Liability

- To the fullest extent permitted by law, The Lodge Bellinghen is not liable for any injury, illness, loss, damage or expense suffered by guests or visitors. This includes incidents occurring on the premise or while using any facilities
 - Guests acknowledge they stay and use the facilities at their own risk
 - Guests are responsible for their own safety and personal belongings at all times
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22. Privacy & use of guests information

- Personal information is collected for the purpose of managing bookings, providing accommodation services and meeting legal obligations
 - Guest information is handled in accordance with applicable privacy legislation
 - By making a booking, guests consent to the collection, use, and storage of their personal information for these purposes.
 - Personal information will not be sold or disclosed to third parties except where required by law or necessary to provide services.
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22. Accessibility & Special Requirements

- Guests are responsible for confirming accommodation suitability prior to booking
 - Any accessibility requirements, medical conditions, or special needs should be disclosed at time of booking
 - The Lodge Bellinghen does not accept responsibility where accommodation is unsuitable due to lack of prior notification
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23. Natural Environment & Property Hazards

- The Lodge Bellinghen is located in a natural and rural environment
 - Inherent risks may include uneven surfaces, wildlife, weather conditions, rural terrain and interaction with animals
 - Guests accept responsibility for exercising care and caution at all times
 - The Lodge Bellinghen is not Liable for incidents arising from inherent environmental risks
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23. Complaints & Dispute Resolution

- Any complaints or concerns should be raised with management as soon as reasonably possible during your stay. This allows an opportunity for prompt resolution
 - if unresolved, written complaints may be submitted to contact@thelodgebellinghen.com.au
 - Management will review and respond within a reasonable timeframe
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24. Breach of Terms & Conditions

- You agree that, should you or your guests breach any of the terms and conditions: You will pay to us the total loss or damage that we suffer as a result of that breach and hereby authorise us to debit your credit card or apply your refundable deposit in payment of that loss or damage and we may evict you and your guests without notice.
- The terms and conditions of booking are subject to change without notice.
- PAYMENT OF DEPOSIT OR FULL PAYMENT CONSTITUTES ACCEPTANCE OF THESE TERMS AND CONDITIONS