

# GROUP POLICY

## General Group Conditions

At Southern Ocean Lodge a group is defined as five or more suites travelling together. As an intimate and boutique property some special conditions apply when making group reservations.

Groups of 10 or more suites are usually only accepted on an exclusive use basis. Such a reservation requires a minimum of 18 suites are paid for regardless of materialisation and any unused suites must be in the Flinders Suite category. Exceptions for exclusive use may apply for one-off leisure groups or tour series bookings.

Group bookings are not generally accepted over peak periods including mid December–January inclusive. A peak season exclusive use booking may be considered based on an applicable surcharge.

The Lodge Restaurant has a maximum table size of 8 (not applicable in exclusive use situations).

Minimum 2 night stay required for all bookings.

Package or contract rates are not generally applicable to group bookings.

Outside 2 months from arrival and for groups up to and including 9 suites, we will allow 1 suite to be cancelled without penalty. For bookings of 10 or more suites, we will allow 2 suites to be cancelled with no charge (this applies to groups granted exemption from exclusive use). The deposit as outlined below is forfeited for additional rationalisation of rooms beyond this level. There is no refund for any changes within 2 months of arrival.

Full prepayment is required 2 months prior to arrival, within 14 days of receipt of invoice. This is then fully non refundable or transferable. Additional charges and extras are payable on departure. No refund can be given in the event of a non-arrival, for any unused services or unused nights due to flight/weather disruption. Travel insurance is recommended.

At 1 month prior to arrival, finalised arrangements including rooming list, specialist catering/events and additional activities must be confirmed. This will be the minimum charged for services.

A security bond may apply depending on group specifics.

## Exclusive Use Conditions | 10 suites or more

Exclusive use is essential for groups requiring special themed events, public speaking and large group dining elements. Application for waiver of this condition may be made based on group dynamic and needs.

A non-refundable deposit equivalent to 50% of the total accommodation value is required to confirm the group reservation and is due 14 days from issue of confirmation. We will allow this deposit to be transferred (not refunded) if the booking changes up to 6 months prior to arrival. It must, however, be utilised within 6 months of the original arrival date, if not it is forfeited.

Outside 2 months from arrival, reserved accommodation may be cancelled to a minimum of 18 suites with no penalty. There is no refund for any changes within 2 months of arrival. Prepayment policy applies as noted in General Group Conditions.

## Non Exclusive Use Conditions Applicable to bookings of 5-9 Suites

(or other approved non exclusive use groups)

A non-refundable deposit equivalent to 1 night's accommodation for the group as a whole is required to confirm the group reservation and is due 14 days from issue of confirmation. We will allow this deposit to be transferred if the booking changes up to 6 months prior to arrival. It must, however, be utilised within 6 months of the original arrival date, if not it is forfeited. Prepayment policy applies as noted in General Group Conditions.

To preserve the experience of other guests at the property, public speaking is not permitted in the main lodge areas unless in the privacy of the Baudin Lounge and must be arranged in advance. Maximum table size in the Lodge Restaurant of 8 should be noted.

## Tour Series Conditions

At Southern Ocean Lodge, a Tour Series is defined as having multiple group departures or bookings and not requiring exclusive use due to the leisure focused group dynamic.

Tour Series bookings are not generally accepted over peak periods including mid December–January inclusive. A peak season Tour Series booking may be considered based on an applicable surcharge.

A tentative room block will be held as required, subject to availability and acceptance of the following:

Bookings must be secured with a non-refundable deposit equivalent to one night's accommodation for each group arrival at six months prior to arrival (relevant to rationalisation above). This is payable within 14 days of receipt of invoice. Prepayment policy applies as noted in General Group Conditions.

## Hop To It!

Southern Ocean Lodge embodies the ultimate fusion of nature and luxury and offers incentive and special occasion groups an exclusive Kangaroo Island experience.

A unique feature of our offering is our inclusive rate structure which makes planning a group at Southern Ocean Lodge effortless. Please contact us to discuss your requirements as we can tailor our terms and conditions especially to your group.