



HELENA BAY LODGE RESERVATION TERMS AND CONDITIONS

By making a booking at Helena Bay Lodge you are agreeing to these Terms and Conditions.

PLEASE NOTE

- The nightly tariff is quoted on a per night basis. The rates include pre-dinner cocktails and canapes, dinner, breakfast, and use of most of the Lodge sporting equipment and facilities. Dietary requirements will be met where possible, however additional food items surplus to this are not included. Special requests may incur a surcharge at the market price.
- A two-night minimum stay applies 15 December 2022 - 28 March 2023
- Rates are subject to change and will be confirmed at the time of reservation.
- We regret, unless the lodge is booked for Exclusive Use, that we are unable to accommodate children under the age of 12 years old.
- **We strongly advise guests to take out travel insurance to protect themselves against unexpected changes to their travel plans.**

GENERAL POLICIES

- Helena Bay Lodge has a strict non-smoking policy in all rooms and buildings. A \$1000.00 (excluding GST) cleaning charge will be levied if evidence of smoking is found.
- Unfortunately, we cannot accept pets on the property. Assistance and service dogs are permitted. Please notify us at time of booking if you are intending to bring such dog(s) with you.
- Room set up is subject to availability. Please inform us if you require twin beds at time of booking. Room set up is not guaranteed until confirmed by Helena Bay Lodge after the request has been made.
- Check-in time is 2.00pm. Check-out time is 11.00am.

FIT AND GROUP BOOKING AND CANCELLATION POLICY

- To secure a reservation, a valid credit card must be provided at the time of booking. To confirm a reservation a deposit equal to one night's tariff, per room is required.
- To maintain a confirmed reservation during 22 December 2022 to 4 January 2023 we require the non-refundable full payment from 1 September 2022.
- To confirm a Group reservation (4 rooms or more) a deposit equal to 25% on accommodation is required.
- For Group reservations, Balance payments are due with 25% at 91 days, final 50% at 75 days prior to arrival.
- Guests wishing to stay on Christmas Day will need to check-in on, or prior to, 24 December as we will not accept arrivals or departures on 25 December.

CANCELLATION POLICY (3 ROOMS OR LESS)

From 1 September – 21 December 2022 and 5 January – 31 May 2023

Cancelled Outside 90 days prior - - - - - No charge

90 - 60 days prior - - - - - 50% charge for total room nights cancelled

Inside 60 days prior - - - - - 100% charge for total room nights cancelled

Festive Season: 22 December 2022 – 4 January 2023

Cancellation from 1 September to

date of arrival - - - - - Full charge for total room nights cancelled

CANCELLATION POLICY (4 ROOMS OR MORE)

From 1 September – 21 December 2022 and 5 January – 31 May 2023.

120 - 91 days prior - - - - - 25% charge for total room nights cancelled

90 - 75 days prior - - - - - 50% charge for total room nights cancelled

Inside 75 days prior - - - - - 100% charge for total room nights cancelled

Festive Season: 22 December 2022 – 4 January 2023

Cancellation from 1 September to

date of arrival - - - - - Full charge for total room nights cancelled



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EXCLUSIVE USE BOOKING AND CANCELLATION POLICY

Reservations for the private use of Helena Bay Lodge includes a total of seven suites: three Junior Suites, two Villa Suites and two Lodge Suites. This is referred to as an Exclusive Use Reservation and specific policies apply.

- To confirm an Exclusive Use reservation a deposit equal to 25% on accommodation is required.
- Balance payments are due with 25% at 91 days, final 50% at 75 days prior to arrival.
- Under exclusive bookings, we can cater up to 14 guests, including children under the age of 12 and infants. Infant furniture and equipment are not provided by the lodge unless requested in advance.
- The Exclusive Use rate includes pre-dinner cocktails and canapes, dinner, breakfast, lunch, and use of most of the Lodge sporting equipment and facilities.
- A two-night minimum stay applies to all Exclusive Use Reservations.
- Early check in and late check out cannot be offered to Exclusive Use Reservations. To secure an early check-in or late check-out, the night before or after the reservation must be reserved at the time of booking.
- To maintain a confirmed reservation during 22 December to 4 January we require the non-refundable full payment from 1 September 2022.
- Guests wishing to stay on Christmas Day will need to check-in on, or prior to, 24 December as we will not accept arrivals or departures on 25 December.

The following cancellation policy applies to all movements on exclusive use reservations:

From 1 September – 21 December 2022 and 5 January – 31 May 2023.

- 120 - 91 days prior - - - - - 25% charge for total room nights cancelled
- 90 - 75 days prior - - - - - 50% charge for total room nights cancelled
- Inside 75 days prior - - - - - 100% charge for total room nights cancelled

Festive Season: 22 December 2022 – 4 January 2023

Cancellation from 1 September to date of arrival - - - - - Full charge for total room nights cancelled

PACKAGES BOOKING POLICY

- A minimum two-night stay applies for Wellbeing Packages.
- A minimum two-night stay applies for our Adventure Package.
- A minimum three-night stay applies for our Re-opening Special. Our Re-opening special is only applicable for reservations between 1 September 2022 – 30 November 2022 that are confirmed by 31 August 2022.
- Packages may only be booked individually and cannot be combined.
- Please inform us in advance of any special requests or dietary requirements. We will do our best to accommodate you where possible.
- The use of our Mohei Beach pavilion is subject to weather conditions and availability on a first-come-first-served basis – alternative locations are available.

ACTIVITIES BOOKING AND CANCELLATION POLICY

Helena Bay Lodge reserves the right to cancel any trip and/or outdoors activity before departure due to unforeseen circumstances including, but not limited to, weather and availability. In this instance, a full refund will be provided if the trip cannot be re-scheduled during your stay.

Weight restrictions may apply for some activities. If this is the case, we will first ask the participant for truthful disclosure of the weight of the participant(s). If the weight disclosure is dishonest and the weight exceeds the requirement of the activity, we reserve the right to refuse booking and/or cancel and any deposit made may not be refunded.

Helena Bay picnic options are available with prior notice. The price of this is not included in the activity rate.

For all on-site activities booked through a package or during your stay, the following cancellation policies applies:

- Booking made during stay - - - - - no cancellation penalty applies
- 7 – 30 days prior - - - - - 25% cancellation charge
- 72 hours – 7 days prior - - - - - 50% cancellation charge
- Less than 72 hours prior - - - - - 100% cancellation charge

Separate terms and conditions may apply from off-site activity operators.