



Group Policy

At **Southern Ocean Lodge** a group is defined as five (5) or more suites travelling together. As an intimate and boutique property there are a few special conditions that apply when making multiple or group reservations:-

- Group bookings are generally not accepted over peak periods December – January inclusive. (*Exceptions* may apply*)
- A non-refundable deposit equivalent to 1 nights accommodation is required to confirm the group reservation. We may 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).
- Full payment and rooming list is then required 1 month prior to arrival – this is then fully non refundable or transferable. Additional charges and extras are payable on departure.
- Cancellations within one month prior to arrival all monies will be forfeited. 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.
- Catering requirements including final numbers and any special or remote site events must be confirmed 1 month prior to arrival, this will be the minimum charged.
- Groups of 10 or more suites are usually only accepted on an exclusive use basis; such a reservation requires a minimum of 16 suites are paid for regardless of materialisation.
- Minimum stay of 2 nights for exclusive use bookings.
- The Lodge Restaurant has a maximum table size of 10 (not applicable in exclusive use situations).
- Published Inbound or Contract rates are not applicable to exclusive use groups.
- One (1) FOC Flinders Suite (1 or 2 persons) can be offered to accompanying group co-ordinators or staff based on 20 booked suites.

* *A peak season exclusive use booking may be considered based on an applicable surcharge.*

