

Reservation Policy

- Occupancy - The property is designed to sleep six (6) adults only, we appreciate it if, you did not exceed this number for any given night. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Family friendly - As we are family friendly, we welcome children to stay in addition to the maximum adult allowance, and can provide, up to four (4) fold out beds and one (1) cot upon request, at time of booking.
- Pets and smoking - Sorry we don't allow pets or smoking anywhere inside the lodge its self. Any damage or extra cleaning required caused by pets or smoking will be at expense to you.
- Entry to the lodge -
 - The key to the property is located in a key safe next to the main entrance. The code will be emailed to you within 2 days of your scheduled stay. Please contact us for this prior to traveling to the lodge, if not yet received.
 - Log into free Wi-Fi with the code provided.
 - You can log onto any of popular online streaming accounts via the smart tv (main living area and master bedroom).
 - Make yourself at home.
- Leaving the lodge - a reminder to all our guests that upon leaving we would be grateful they could ensure the following:
 - Tidy up and remove all your belongings, food etc... although we will be as help as we can, we cannot accept any liability for anything left behind.
 - All kitchen appliances are cleaned and left as you found them.
 - All dishes, utensils, pots and pans etc... are cleaned or placed in the dishwasher (as appropriate) and wash cycle started.
 - Log out of any online (streaming) accounts logged into via the smart tv.
 - Switch off all lights, (except the external light at the main door, as this is on a motion sensor)
 - Lock the doors and close the windows.
 - Place the front door keys in the key safe next to the door. Ensure it is properly locked and door code scrambled.
- Keys - Please note that in the event that any keys not returned to where they were found, at the end of your stay, then the cost of replacement will be charged to you.
- Cleaning - We reserve the right to make a charge to cover additional cleaning costs if you leave the property in an unacceptable condition.
- Inventory - All inventory must remain in the property it was in at arrival and not be taken away.
- Damage to property – Please treat our lodge with due care so that other guests may continue to enjoy it. In the event that you notice damage in your lodge please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.
- Online reservation - We require 100% payment to secure your reservation at time of booking. In order to ensure we are prepared to your stay, online bookings should be made at least 1 week

before first date of entry. All bookings must be made by an adult; therefore we cannot accept from persons under eighteen (18) years of age.

- We (the owner) reserve the right to refuse a booking without giving any reason.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

Cancellation Policy

- Reservations cancelled due to current COVID government restrictions are eligible to 100% refund, at any time prior to arrival. Cancellations notified after arrival are non-refundable.
- Reservations cancelled for any other reason, at least 42 days or more, prior to the arrival date are eligible to a 100%* refund. Reservations cancelled within 42 days of the arrival date are non-refundable. If reservations are made less than 42 days prior to arrival, it is non-refundable. Guests are respectfully reminded that a confirmed reservation constitutes a binding contract. We advise you to consider travel insurance in the event of cancellation.
- Your booking will not be cancelled by us except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your reservation*.
- We reserve the right to terminate a reservation without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

Note *: Our liability for refunds on cancellations will be limited to payments made to us only, and will be minus any commissions paid at time of booking.