

The Crocodile Hunter Lodge

TERMS & CONDITIONS

The following terms and conditions apply
to your reservation at The Crocodile Hunter Lodge.



1. PAYMENTS

- a) Full payment will be charged in Australian Dollar currency at the time of booking to secure the reservation.
- b) The Crocodile Hunter Lodge accepts credit cards, debit cards and cash in Australian Dollars only.

2. CREDIT CARD FEES

- a) We accept the following credit cards and the following surcharge fees apply.
 - Visa and Mastercard - 0.85%
 - American Express - 1.75%

3. CANCELLATIONS AND REFUND POLICY

- a) If a booking is cancelled before 7 days of your arrival date, a full refund of your booking fee will be provided.
- b) If a booking is cancelled less than 7 days before your arrival date, the full amount of your booking will be forfeited.
- c) If you fail to check-in, cancel or change this reservation after the check-in date, the full amount of your booking will be forfeited.
- d) If a booking is cancelled by The Crocodile Hunter Lodge, The Crocodile Hunter Lodge shall refund the accommodation fee but shall not be responsible for reimbursing any other costs outlaid by the Guest for the booking including but not limited to: Flights, Car Hire, Transfers and Alternate Accommodation.

4. DATE CHANGES

- a) A booking may be changed up to 7 days prior to arrival date without penalty.
- b) If a booking date change is made within 7 days of the arrival date, an administration fee equivalent to the 1st night's accommodation will be charged.

5. REFUNDS

- a) When a refund is applicable, please allow up to 2 weeks for processing any amounts to be returned.
- b) Credit card fees are non-refundable and will be retained by The Crocodile Hunter Lodge.

6. BOOKING CONFIRMATION

- a) A confirmation of your booking will be emailed to you upon completion of your booking. We recommend printing this confirmation to present to us upon arrival if required.

7. CHECK IN INSTRUCTIONS

- a) Check-in from: 2:00pm - 10:00pm (Please advise reception should you require check-in outside of these hours).
- b) Minimum check-in age is 18.
- c) Government-issued photo identification and a credit card may be required at check-in for incidental charges.
- d) Special requests are subject to availability upon check-in and may incur additional charges; special requests cannot be guaranteed.

8. LATE CHECK-OUT

- a) Late check-outs may be available upon request and are subject to availability. Additional fees may be applied.
- b) A late check-out fee may apply if the property is not vacated prior to 10:00am unless otherwise arranged.

9. NO PARTY POLICY

- a) The Crocodile Hunter Lodge has a strict “no party” policy.
- b) In the event that any cabin/guest is identified as having a party, The Crocodile Hunter Lodge reserves the right to immediately request all occupants of the apartment, including, the guest who has registered for the apartment to vacate the premises.
- c) In the event that an eviction does occur, the accommodation fee is non refundable.
- d) Registered guests will be required to settle the account prior to departure for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

10. PET POLICY

- a) The Crocodile Hunter Lodge has a “No Pets” Policy.
- b) Assistance Animals are Permitted only with prior approval of Crocodile Hunter Lodge in our Disability Accessible Cabin. A person travelling with an Assistance Animal can be asked to provide evidence to show that their animal is:
 - An assistance animal; and
 - Trained to meet appropriate levels of hygiene and behaviour.
- c) If you or a member of your group would like to bring an Assistance Animal to The Crocodile Hunter Lodge, please contact us on (07) 5436 2300 or reservations@thecrocodilehunterlodge.com.au. We appreciate you contacting us at least 72 hours prior to your visit so we can discuss how to best facilitate your stay with us.
- d) Assistance animals are to be attended whilst on The Crocodile Hunter Lodge premises at all times.
- e) There may be some access restrictions to areas that wildlife inhabit.

11. CHILDREN

- a) All Children (3 to 14 yrs) and Infants (0 to 2 yrs) must be accompanied by an adult or legal guardian at all times whilst at The Crocodile Hunter Lodge.

12. PARKING

- a) Free onsite parking is available at each cabin.
- b) Each cabin is limited to 1 private car space.
- c) Visitor and extra car parks are available in the main reception car parking area.
- d) Height restrictions of 2.8m are in place for Cabin parking – large or high vehicles must be parked in the main reception area car park.

13. MAXIMUM OCCUPANCY

- a) For the safety and the amenity of our Guests, the occupancy for each cabin is limited to, and shall not exceed, the number of persons indicated in these terms and conditions. Exceeding maximum occupancy violates the terms and conditions of the agreement and may result in one or more of the following consequences:
 - cancellation of reservation;
 - Increased accommodation fees (refer to d) below);
 - Forfeiture of monies paid.

13. MAXIMUM OCCUPANCY (CONTINUED)

- b)** A maximum of four (4) guests are permitted in our 2 bedroom cabins (including children). A maximum of two (2) guests are permitted in our 1 bedroom cabins (including children). A maximum of six (6) guests are permitted in our three bedroom cabins (including children). One infant per cabin shall be permitted in addition to the cabin limits.
- c)** Guests traveling with multiple children (or adults) will be required to book a cabin type that will cater for the number of guests staying, without exceeding the maximum capacity of the chosen suite type.
- d)** In the event of the maximum number of guests exceeding the cabin limit, guests shall be charged and agree to pay for every night of their stay, the full price based upon cabin occupancy in accordance with b) of these terms and conditions.
- e)** Visitors may not access or remain in cabins after 10pm.
- f)** Subject to cabin limits above infants aged 2 years and under stay free of charge. Infants exceeding cabin limits shall be charged as guests.
- g)** Extra bedding such as inflatable mattresses, or roll-away beds are not permitted at The Crocodile Hunter Lodge.

14. OTHER INFORMATION

- a)** Only registered guests are allowed in the cabins. .
- b)** We advise that enhanced cleaning and guest safety measures are currently in place.
- c)** Personal protective equipment, including masks and gloves, may be available to guests upon request.
- d)** Social distancing measures are to be observed; guests are provided with hand sanitizer
- e)** Noise-free cabins are not guaranteed.
- f)** Guests are required to settle the account prior to departure for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.