

## GROUP POLICY

Capella Lodge is Lord Howe Island's premium luxury retreat. Combining contemporary design with spectacular natural surroundings the nine suite lodge offers a relaxed, subtropical island escape. A unique feature of our offering is our inclusive rate structure, with breakfast, dinner and evening beverages included, it makes planning a group at Capella effortless.

A group is defined as three or more suites travelling together. As an intimate and boutique property, some special conditions apply to group bookings:

- Group bookings are not generally accepted over the peak season from September to April inclusive.
- A minimum three night stay is required for all group bookings.
- Double occupancy rates apply to all group bookings, single occupancy rates do not apply.
- Discounted, package or contract rates are not generally applicable to group bookings.

## NON-EXCLUSIVE USE GROUPS

For non-exclusive groups, to ensure minimal impact on other guests, the following special conditions apply;

- The maximum number of suites that can be booked for a non-exclusive group is four.
- The Capella Restaurant has a maximum table size of six guests – larger groups will be required to dine at two or more tables.
- The lodge is not designed for private events – public speaking or decorations are not permitted in Capella's restaurant, bar or shared lounge areas.

## EXCLUSIVE USE GROUPS

The following conditions apply to exclusive use group bookings;

- Groups of five or more suites are usually only accepted on an exclusive use basis.
- Such a reservation requires all nine suites are paid for regardless of materialisation.
- Exclusive use group bookings may not be available during periods of high demand – however, requests may be considered subject to a surcharge of one additional night's accommodation.

## TOUR SERIES GROUPS

At Capella 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 the peak season from September to April January inclusive – however, a peak season Tour Series booking may be considered based on an applicable surcharge.

Tour Series bookings must be secured with a non-refundable deposit equivalent to 50% of the total accommodation cost for each group reservation at six months prior to arrival – this is payable within 14 days of receipt of invoice. Prepayment policy for all remaining accommodation and additional charges applies as noted in the general group conditions below.

## GROUP BOOKING TIMELINE

TIMELINE	ACTION REQUIRED
Within 14 days of booking	A deposit of 50% of the total accommodation cost is required to secure the booking. The deposit may be transferred if the arrival date changes up to six months prior to arrival. It must, however, be utilised within six months of the original arrival date, if not it is forfeited.
Two months prior to arrival	Full prepayment for all accommodation is required – this is then fully non-refundable or transferable.
Four weeks prior to arrival	Arrival and departure flights and times for all guests to be confirmed. Final rooming list to be provided. Any special dietary requirements to be advised. Any spa bookings to be finalised. Any tour and activity bookings to be finalised – payment and cancellation policy are determined by the relevant tour or activity operators.
One week prior to arrival	Full pre-payment or a credit card guarantee is required for all additional charges such as lunches, additional beverages and spa bookings.  A 100% cancellation fee will apply to any changes or cancellations to spa bookings cancelled within one week of arrival.

Due to the remote location of the lodge, 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 always recommended.