
TERMS & CONDITIONS OF STAY

Pg1 - Simplified T&C's

- Reception is generally available from 8am – 1pm & 2pm - 8pm daily. We are available 24/7 in case of an emergency
- Check in is available from 2pm – 8pm, unless a pre-arranged alternative has been agreed with managers. All after hours arrivals must pre-provide a personal creditcard for security and damage T&C's.
- Check out & departure is by 10am, please drop your keys to reception or back in your room or yurt door
- We are a **Smoke Free Hotel & Property**. There is no smoking, including e-cigarettes in the hotel or grounds
- Sound Consideration is from 9pm – 7am, we encourage you to be thoughtful of your fellow travellers
- Please inform us of all guests staying, each adult, child & infant are to be noted on your reservation for emergency situations. Some yurts cannot accommodate extra guests other than our advertised occupancy.
- An adult aged 18years+ must be sleeping overnight in each room, children cannot be left unaccompanied
- Visitors are to sign in with reception. There are to be no additional overnight guests in yurts or vehicles
- A personal Credit card is to be provided upon check-in, the lead guests is to acknowledge that “on behalf of their group or companions they acknowledge that they are personally liable for payment of any damages to the room, property and other guest possessions, both consciously or accidentally, by themselves or their group; and that payment of liabilities & fines to non-compliance of our general Terms & conditions of stay can be charged to their credit-card.



Pg2 – 5 detailed T&C's

Guest Numbers

- Our yurts hold a maximum occupancy for health, safety & fire regulation purposes.
- All guests including children & infants are to be included on your reservation.
- Children are defined as 2 years – 17 years old & are required to have their own bed.
- If upon arrival additional person(s) are present, permitting your reserved room can accommodate the additional person(s), there will be a \$35.00/ night per additional person(s).
- If your room cannot accommodate the additional person(s) & we do not have an alternative available room, you will be required to find alternative accommodation & no refund is applicable.
- For registered guests who would like an additional bed, subject to room size & availability, a trundler bed may be available at an additional fee of \$35.00 per stay.
- A travel cot can be hired for \$35.00 per stay and includes linen.
- If we find that additional adults or children have stayed without our knowledge you will be required to find alternative accommodation for any remaining nights, no refund will be applicable and a minimum \$100 fee will be charged for the nights stayed without our acknowledgement.

Check-in:

- Is available from 2pm -8pm on the day of your arrival.
- Check-in after 8pm is at the discretion of the owners or manager & is by pre-arrangement only. If noise or other complaints are received relating to guests arriving after hours a monetary compensation may be applied.



Check-out:

- Departure is by 10am. If departing early check-out i.e. pre 8am, please be considerate of noise level when leaving early
- As a small team, we need to start our daily schedule promptly at 10am. Un-arranged late check-outs from your room or facilities will incur a \$35.00 per half hour charge due to delay to our cleaning staff

Office Hours:

- Reception is generally open 8:00am -1:00pm & 2:00pm – 8:00 pm
- From 6pm-8pm we are available for evening check-ins & questions – please give us a quick call on 03 443 5388 or 021 40 5388 if we are not at reception and we will come over.

Quite Time

- Between 9pm & 7am is quiet time on site for the ease & comfort of all guests. We ask you to respect this by keeping voices to conversational levels & reducing volume on all devices.
- Guests who cannot abide to this policy may be asked to leave the property and no refund applicable
- If noise complaints lead to a refund due to another guest(s), the offender will be liable for the full cost of the reimbursement

Housekeeping:

- As part of our sustainability pledge, we have a 'request for towels' policy so please just ask. We will vacuum as required on a bi-daily basis during your stay.
- All shared facilities at the Oasis Lodge are fully serviced daily.
- For all stay 7+ days we will provide a linen change halfway through your stay or once a week for extended stays.
- If you prefer additional housekeeping to our general policies, please just ask



Self-Catering

- As a self-catering and shared facility accommodation, if guests elect to make use of the kitchen facilities it is expected that the environment be left in an “as found” condition. All dishes are to be properly washed, dried & put away. Surfaces and equipment are to be left clean & tidy for the next users. Any unnecessary cleaning incurred by the staff, or complaints from other guests will result in the defendant being liable to a cleaning fee no less than \$50

Changes in reservation:

- Any change in reservation term will be treated as a new booking and additional charges may apply. Any extension to a booking is subject to availability of rooms. Earlier departure than the reserved date will not result in a refund

Smoking

- **THIS IS A SMOKE FREE PROPERTY.**
- A minimum \$500 cleaning fee will be charged if there is evidence of smoking inside any building, yurt or tipi, and a minimum \$250 fee for smoking in any outdoor spaces. We reserve the right to charge such costs and any resulting loss of income, to the registered guest.

Visitors:

- Visitors are permitted at our discretion, and all permitted visitors must report to reception upon arrival. Visitors are to vacate the property before 8pm.
- The registered guest is responsible for the behaviour of all persons/visitors whilst on the property. All deliberate or reckless acts that result in damage to our property and any costs associated with inappropriate behaviour resulting in loss of income, will be charged to the registered guest.



Personal Possessions

- Your personal possessions are always your own responsibility. This is regardless of whether items are in a locked room, communal area or in your own vehicle.
- Food items will be disposed of 24 hours after check-out. Any other lost property will be kept for 1 month after which it will be disposed of. We will return property to you on receipt of a self-addressed prepaid postage pack.

Online Payments and Security

- Online transactions are provided through Little Hotelier Secure Payments. You acknowledge and agree that internet transmissions are never entirely secure or private, and that any message or information you send to or through the Oasis Yurt Lodge website and while using online transactions (including credit card information) may be read or intercepted by others, even where a website is stated as being secure.
- Downdays Ltd. shall have no liability for the interception or 'hacking' of any data through the Oasis Yurt Lodge website or any other website by unauthorised third parties.

Credit Card:

- All reservations will require a valid personal credit-card to be provided upon check-in. Our policy is to hold credit-card details for any unreported breakages, damages, additional fees as highlighted above, or additional unnecessary cleaning - all of which will be charged against this card. Any outstanding expenses or room payments will also be charged. The lead guest acknowledges that

"On behalf of my group/ companions I acknowledge that I am personally liable for payment of any damages to the room, property and other guest possessions, both consciously or accidentally, by myself or my group; and that payment of liabilities & fines to non-compliance of our general Terms & conditions of stay can be charged to my credit-card. I have re-read & agreed to the terms & conditions of my/our stay"