

GROUP POLICY

Southern Ocean Lodge offers an unforgettable blend of contemporary style and pure nature, providing incentive and special occasion groups with an exclusive Kangaroo Island experience. A unique feature of our offering is our all-inclusive rate structure which makes planning a group at the lodge effortless.

A group is defined as five 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 festive season, from mid-December to the end of January inclusive.
- A minimum two night stay is required for all bookings. In some cases, a minimum three night stay may apply to group bookings.
- 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 nine.
- The lodge restaurant has a maximum table size of eight guests – larger groups will be required to dine at two or more tables and may be required to be seated for meals at staggered times.
- Public speaking is not permitted in the main lodge areas unless in the privacy of the Baudin Lounge and must be arranged in advance.
- In some cases, private transfers and touring may be required for non-exclusive groups at an additional cost.

EXCLUSIVE USE GROUPS

The following conditions apply to exclusive use group bookings;

- Groups of ten or more suites are usually only accepted on an exclusive use basis.
- Such a reservation requires a minimum of 18 suites are paid for regardless of materialisation and any unused suites must be in the Flinders Suite category.
- Exclusive use group bookings are not generally accepted over the peak summer season, from mid-December to the end of March inclusive – however, requests may be considered subject to a surcharge of one additional night's accommodation.

TOUR SERIES GROUPS

At Southern Ocean 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 mid-December to the end of 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 your booking. The deposit may be transferred if the arrival date changes up to 6 months prior to arrival. It must, however, be utilised within 6 months of the original arrival date, if not it is forfeited.
Up to two months prior to arrival	For non-exclusive groups, up to one (1) suite may be cancelled without penalty. For exclusive use groups, reserved accommodation may be cancelled to a minimum of eighteen (18) suites with no penalty.
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. Private and bespoke touring program to be finalised. Any spa bookings to be finalised.
One week prior to arrival	Full pre-payment or a credit card guarantee is required for all additional charges such as private and bespoke touring or spa bookings. 100% cancellation fees will apply to any changes or cancellations to private and bespoke touring or spa bookings cancelled within 1 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.