SILKY OAKS LODGE
BOOKING TERMS & CONDITIONS
1 April 2012 to 31 March 2013

1. RATES:

Rack Rates, or contracted nett rates apply unless prior arrangements have been approved by the resort for a special rate, package or a campaign.

2. FIT BOOKING POLICY

Arrival/departure details to be supplied no later than 7 days prior to arrival (or supplied at time of booking if inside 7 days of travel)

3. PAYMENT POLICY

FIT BOOKINGS: To be guaranteed at time of booking with a credit card. If no credit card is supplied, a deposit of one night's accommodation is required within 7 days of confirmation, and full payment to be made within 30 days of arrival.

AGENTS WITH NO ACCOUNT FACILITIES: Bookings to be guaranteed at time of booking with a credit card. If no credit card is supplied, a deposit of one night's accommodation is required within 7 days of confirmation, and full payment to be made within 30 days of arrival.

4. FIT CANCELLATION POLICY

NO CANCELLATIONS FEES APPLIES on any FIT bookings cancelled outside 72 hours

CANCELLATION FEE APPLIES for any FIT bookings cancelled within 72 hours of arrival: cancellation of any rooms, all pre-booked meals, pre-booked spa treatments or pre-booked transfers held incurs a cancellation fee for each pre booked room per night, and all pre-booked meals, pre-booked spa treatments and pre-booked transfers.

5. GROUP BOOKING POLICY

A group is classified as a booking of 6 rooms or more, with some groups accompanied by a tour leader.

GROUP BOOKINGS COMPLIMENTARY (FOC) POLICY

FOC room and group pre-booked meals are provided to a bona-fide tour escort/group leader for the 11th paying rooms to a maximum of 1 FOC room per group/booking, FOC accommodation is ROH & subject to change at the discretion of Silky Oaks Lodge.

CONFERENCE & INCENTIVE GROUPS

A separate Conference & Incentive contract applies. All Conference & Incentive group enquiries should be made via the Silky Oaks Lodge Conference & Incentive contact -events@silkyoaks.com.au

EXCLUSIVE USE OF THE LODGE:

Special conditions apply for sole usage of the lodge, and please contact reservations. Sole usage also applies if a group books more than 85% of the property's room stock and sole use terms and conditions apply.

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6. GROUP CANCELLATION POLICY

GROUP CANCELLATION NOTIFICATIONS must be made in writing to Silky Oaks Lodge, and no group is cancelled unless this has been acknowledged in writing by SOL.

GROUP BOOKING CANCELLATION FEES

DAYS PRIOR TO GROUP ARRIVAL	% OF CONFIRMED BOOKING CANCELLED	CANCELLATION FEES
60 days or more	0-100% of room block	Nil fee
59 – 31 days	0-30% of room block	50% of total rooms revenue cancelled
30 days	0-100% of room block	100% of total rooms revenue cancelled

7. CHILD POLICY ACCOMMODATION

Children 12 years and over are catered for. Children 8-11 yrs inclusive on application only – pls contact reservations@silkyoaks.com.au

Extra person rate applies. Maximum 3 persons per room (Deluxe Treehouse, Riverhouse)

RESTAURANT – dining only: Children 6 years and over are catered for. Bookings essential and please note that conditions apply to children dining at Silky Oaks Lodge.

8. PASSENGER RESPONSIBILITY

Please be advised that the company will not accept any responsibility for any guest's loss of or damage to personal equipment and property whilst staying at the Resort, or during participation in any activity or tour. Guests are required to follow any directions which may be given whilst staying in the Resort or participating in activities or tours.

The company will not accept responsibility for any injuries which occur to guests staying in the Resort or due to participation in any activity or tour.

TRAVEL INSURANCE : Travel insurance and trip cancellation insurance is strongly recommended and advised.

9. USE AND APPROVAL OF ADVERTISING MATERIAL

The wholesaler must submit all proposed advertising material mentioning the resort for approval by the General Manager PRIOR to the publication of such material. Should this condition not be met specifically on paid inclusions, should there be any errors, Silky Oaks Lodge reserves the right to refuse payment. Specific permission must be sought for use of any Silky Oaks Lodge images (includes Healing Waters Spa) on the cover of a brochure, on website or in any other published forum and special attention is drawn to the copyright provision regarding the use of the property's images.

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10. OVERBOOKING

Every attempt will be made to prevent overbooking. However in the event that overbooking occurs and an individual/couple or group must be relocated to another resort, Silky Oaks Lodge will incur all costs associated with moving the individual/couple or group.

11. INFORMATION CONTAINED IN THE TERMS & CONDITIONS

Rates may change at any time without notice, by reason of any changes in, or imposition of Government charges, external service providers.

12.SILKY OAKS BANK DETAILS

Bank Details –NAB – National Australia Bank	**SWIFT CODE** NATAAY3302S
Account Name: Silky Oaks Lodge	**ABN** Silky Oaks Lodge – 57 035 074 350
BSB 084 472	
Account no: 8954 31468	
Branch: Cairns	

13. RESORT FACTS

- **Check in/Check out** times: Check in-2.00pm/Check out – 11.00am
- **Room Breakdown**: Billabong Suites – 2, Riverhouses – 11, Deluxe Treehouses – 32,(Includes one special access room)
- **Treehouse Restaurant** – open for breakfast (7.00am-10.00am), lunch (12noon-2.30pm) and dinner (6.00pm – 9.00pm)
- **Treehouse Bar** – open 11.00am – 11.00pm
- **Jungle Perch & Kubirri Room** – open for afternoon tea from 2.30pm – 5.30pm
- **Reception** is manned from 7.00am-10.00pm
- **Healing Waters Spa** – this award winning spa facility offers first class spa treatments including facials, massages, steam sessions, body wraps, hand and feet therapy etc. Reservations are essential and treatments are offered to those 16 years of age and over.
- **Location** - Silky Oaks Lodge is located on the edge of the Daintree Rainforest, 7 kilometres from Mossman, 27 kilometres to Port Douglas and 83 kilometres north of Cairns.
- **Tours** – Operated by Silky Oaks Lodge Safari's.