

Terms & Conditions

Booking & Payment Policy

Thank you for choosing **Omori Lodge** for your event or stay!

To confirm and secure your booking, a **20% non-refundable deposit** of the full fee is required **within 14 days** of placing your booking. If we receive another enquiry for the same date, we may request the deposit sooner to confirm your reservation.

If both the deposit and signed contract are not received within 14 days, the booking will be considered abandoned.

The **remaining balance must be paid in full no later than 7 days prior to your event date**, via cleared funds. *Please note, no exceptions will be made to this policy.*

Bank Account Details:

Account Name: **Omori Lodge Limited**

Account Number: **12-3209-0003732-00**

Reference: **[Your last name]**

If you have any questions about payments or policy, feel free to get in touch.

Refundable Security Bond

To help protect our beautiful lodge for future guests, a **refundable \$500 security bond** is required for all bookings. This will be added automatically to your invoice.

- The bond will be **fully refunded** after your stay, provided the Lodge is left in its original condition with no damage, breakages, or soiling.
- Any issues (e.g. stained carpet, soiled bedding, broken equipment) may result in a partial or full retention of the bond, at our discretion.
- We encourage open communication: if something gets damaged, please just let us know so we can address it quickly and fairly.

We want every guest to enjoy a clean, safe and welcoming environment. Thanks for helping us make that possible.

Cancellation Policy

As a small, dedicated venue, we rely on advance bookings to operate sustainably. We appreciate your understanding and commitment to our cancellation terms.

- **Deposits are non-refundable.**

- **Cancellations made within 6 months of the event date may be charged the full venue fee,** including any equipment hired on your behalf.
- Cancellations must be made by **phone** and followed by **email confirmation**.

We **strongly recommend event insurance** to protect your booking against unforeseen changes.

Date Changes

We understand that sometimes plans change. You're welcome to transfer your booking to a new date, subject to availability and the following fees:

- **12+ months' notice:** \$100 change fee
- **6–12 months' notice:** \$300 change fee
- **Less than 6 months' notice:** \$500 change fee

We'll always do our best to help you find a workable solution.

Cleaning Policy

We reserve the right to charge a cleaning fee **at our discretion** if the property is left in an unacceptable state. This includes:

- Soiled or stained bedding
- Spilled food or drink on carpet or furnishings
- Excessive mess in the kitchen or bathrooms

A clean, well-cared-for space ensures every guest enjoys the high standards we pride ourselves on.