

GROUP POLICY

Set amongst the World Heritage-listed wilderness of the Daintree Rainforest and along the banks of the gently flowing Mossman River, Silky Oaks Lodge offers incentive and special occasion groups a private and stylish tropical rainforest escape. The Lodge can accommodate up to 80 guests within the 40 treehouse-style suites and is ideally situated to explore the world-renowned natural attractions of Tropical North Queensland, including the Great Barrier Reef.

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

- A minimum two night stay is required for all group 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 treehouses that can be booked for a non-exclusive group is 20.
- The Treehouse Restaurant has a maximum table size of six 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 Daintree Pavilion or Kubirri Room and must be arranged in advance.

EXCLUSIVE USE GROUPS

The following conditions apply to exclusive use group bookings:

- Groups of 20 or more treehouses are usually only accepted on an exclusive use basis.
- Such a reservation requires a minimum of 36 treehouses are paid for regardless of materialisation and any unused treehouses must be in the Garden Treehouse category.
- Exclusive groups are not generally accepted over the peak season (July to October) and peak festive season (mid-December to mid-January) inclusive. However, requests may be considered subject to a surcharge of one additional night's accommodation.

TOUR SERIES GROUPS

At Silky Oaks 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 (July to October) and peak festive season (mid-December to mid-January). 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 four treehouses may be cancelled without penalty. For exclusive use groups, reserved accommodation may be cancelled to a minimum of 36 treehouses 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 times for all guests to be confirmed. Final rooming list to be provided. Any special dietary requirements to be advised. 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 touring or spa bookings. 100% cancellation fees will apply to any changes or cancellations to touring or 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.