Terms and conditions

Yes, this is what is normally called the fine print and that generally no one ever reads. We do recommend that you do read the information listed here as it could include some important and necessary information for your upcoming stay with us.

So, here goes....

Bayan (tree-house) policy
Bayan's are ideally suited for 2 adults however we do have roll-away beds available at an extra cost should you require.
Maximum numbers of guests per Bayan/Spa Bayan: 3 adults (*OR* 2 adults & 1 child, *OR* 1 adult & 2 children).
Families of 4 or more guests will require more than one bayan.
Please see our child policy further down for additional information.

Check in / Check out
Check in time is 14:00
Check out time is 10: 00
Check in prior to 14:00 will be subject to availability on the day of arrival. We can only guarantee an early check-in should you book the room one day extra, ie the day before your actual arrival date.
Late check-out requests may incur an additional cost.

Cancellation Policy
For cancellations made:
More than 7 days before arrival: a full refund of all monies paid where applicable will be given.
Between 7–3 days before arrival: *including bookings made within this period*, a cancellation fee equivalent to 1 night's tariff per Bayan will be charged.
3 or less days prior to arrival: *including bookings made within this period*, the total booking will be charged as a cancellation fee.
No refund can be given for any unused services or early departures.
All cancellations must be received in writing and confirmed back in writing by the Daintree Eco Lodge & Spa to be acceptable as cancellations.
Date of cancellation is the date notice is received in writing by Daintree Eco Lodge & Spa.
The cancellation rules above are applicable ONLY to bookings made direct with the Daintree Eco Lodge & Spa. Have you booked through an internet booking channel, an agent or other travel company, please check their specific cancellation rules and terms and conditions.
Please note that different cancellation rules apply for group bookings (5 rooms and more)

Children Policy
0 – 5 years: Daintree Eco Lodge & Spa do not cater for children under the age of 5.
This is due to the way the lodge is laid out. The property features elevated boardwalks, natural ponds and is set in the fragile rainforest environment so children needs to be supervised at all times. Sound also travels easily in this type or environment.
Should you travel with children under the age of 5, please call us and discuss possible solutions.
The lodge do not supply cots.
6 – 11 years: Child rates apply
12 + years: Adult rates apply
Disclaimer:
Parents, by entering into an accommodation contract with Daintree Eco Lodge & Spa, accept all responsibilities for their child(ren). All children need to be supervised at all times.

We wish you a warm welcome to the Daintree Eco Lodge & Spa!

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