

## Terms and Conditions

1. **Reservation Policy:** A valid credit or debit card is required to guarantee your reservation. Payment will be taken upon booking online. Cancellations must be made 48 hours prior to arrival to avoid a cancellation fee. If you need to cancel your booking more than 48 hours before your scheduled check in time, a full refund will be given, including any Booking Extras made at the time of your Booking. If you amend or cancel your booking within the 48 hours of scheduled check in time, the cancellation conditions above will apply, a full refund will no longer apply.
2. **Check-In/Check-Out:** Check-in time is 16:00PM. Check-out time is before 10:00 AM. Early check-in and late check-out may be available upon request and subject to availability (small fee is payable).
3. **Smoking Policy:** Woodpeckers Lodge is a non-smoking property, this includes E-cigarettes. Smoking is strictly prohibited in all areas inside the lodge. A cleaning fee of will be charged to guests who violate this policy.
4. **Pet Policy:** We do not allow pets at Woodpeckers Lodge. A cleaning fee will be charged to guests who violate this policy.
5. **Liability:** Woodpeckers Lodge is not responsible for any loss, damage, or injury to guests or their property. Guests are responsible for their own safety and security while on the property.
6. **Additional guests/parties:** We do not allow additional guests or any form of gathering/party, this includes loud music.
7. **Privacy Policy:** We respect your privacy and will not share your personal information with any third parties without your consent. Please refer to our Privacy Policy for more information.

Thank you for choosing Woodpeckers Lodge. We hope you enjoy your stay with us.

## Privacy Policy

### 1.Introduction:

Welcome to Woodpeckers Lodge! This Privacy Policy outlines how we collect, use, and protect your personal information when you visit our website to use our services.

### 2.information we collect:

We collect personal information such as your name, contact details, and payment information when you make a reservation only. Additionally, we may gather non-personal information like browser details and IP addresses for analytics purposes.

### 3.How we use your information:

We use your information to process reservations, improve our services, and communication with you. Your data will not be used in any other aspect other than reservations.

### 4.Data Security:

We prioritize the security of your information. We have industry standard measures to protect against unauthorised access and ensure data integrity.

### 5.Sharing your information:

We may share your information with third-party service providers for essential functions like payment processing and reservation management. Your data is secure and will not be passed onto third parties for marketing purposes.

### 6. Cookies:

Our website uses cookies and similar technologies to enhance your browsing experience. You can manage cookie preferences through your browser settings.

### 7.Links to third party sites:

Woodpeckers Lodge is not responsible for the privacy practices of third-party websites linked to our platform. Please review the privacy policies of those sites.

#### 8. Your choices:

You have the right to access, correct, or delete your personal information. You can also opt out of marketing communications at any time.

#### 9. Changes to Privacy Policy:

Woodpeckers Lodge reserves the right to update this Privacy Policy. We will notify you of any significant changes, and updated policy will be effective upon posting.

#### 10. Contact us:

If you have questions or concerns about this Privacy Policy, contact us at [woodpeckerslodge@gmail.com](mailto:woodpeckerslodge@gmail.com)

This Privacy Policy is effective as of 1<sup>st</sup> January 2024 and applies to all users of Woodpeckers Lodge website. Thank you for choosing us for your stay!