

GROUP POLICY

At Capella a group is defined as four or more suites travelling together. As an intimate and boutique property there are a few special conditions that apply when making multiple or group reservations:

- Group bookings are generally not accepted over peak periods October - April inclusive. A peak season exclusive use booking may be considered based on an applicable surcharge.
- Group bookings are welcomed during our shoulder season May - September inclusive.
- A non-refundable deposit equivalent to one night's accommodation for the group as a whole is required to confirm the group reservation and is due 14 days from issue of confirmation. We will allow this deposit to be transferred if the booking changes up to 6 months prior to arrival. It must, however, be utilised within six months of the original arrival date, if not it is forfeited.
- Full prepayment is required two months prior to arrival, within 14 days of receipt of invoice. This is then fully non refundable or transferable. Additional charges and extras are payable on departure. 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 recommended.
- Rates are double occupancy; published single occupancy rates do not apply to groups.
- Package or contract rates are not generally applicable to group bookings.
- At one month prior to arrival, finalised arrangements including rooming list, specialist catering/events and additional activities must be confirmed. This will be the minimum charged for services.
- Groups of six or more suites are usually only accepted on a exclusive use basis (ie all nine suites); such a reservation requires all suites are paid for regardless of materialisation.
- Minimum stay of three nights for exclusive use bookings.
- The Capella Restaurant has a maximum table size of 6 (not applicable in exclusive use situations).
- A security bond may apply depending on group specifics.