



## Information For Guests' Stay

Thank you for choosing Alaya Escape and WELCOME to our beautiful retreat!!

The following information is quite DRY and please note that we are far more flexible and easy-going than this black and white document may outline. It is, however, very helpful and relevant information as a guide for prospective and current guests' as a reference point to ensure that all guests have an amazing stay here in our 'Peace' of Paradise.

### Morning of arrival:

- **Arrival** is after **2pm** and departure before **10.00am**. Whilst it is not always possible, we generally aim to meet guests upon arrival and farewell guests (after around 9am on the morning of departure).
- **Morning of arrival:** We will text you to coordinate your arrival. Please let us know when you are around 10 minutes from arriving and we will organise to meet you and/or direct you to your room.
- **Roads and Route** - Please note that whilst we drive up and down the mountain to and from Mooloolah 2 or 3 times per day, the drive does have stretches of dirt that MAY concern some guests. Personally we have no problem with the drive up and along the mountain, but if you would like to avoid the dirt etc, then, when leaving Mooloolah township, begin driving up Neil Road, cross the small one lane bridge then drive UNDER the train bridge onto Eudlo Road and follow around until you get to Eudlo state school. Your GPS will be able to take you from there. It is an additional 3 or 4 kms, but completely sealed the entire way. Please drive safely and take your time.
- **Guests' Entrance** - is on the left between the large coloured poles as you enter onto Upper Rambert Road (some guests were driving past this). Please take care in our entrance driveway, as it can be quite bumpy with some drainage trenches and dips due to recent flooding and repairs.
- **Your room / key:** If you are not sure which is your room, don't stress, as we will sort things for you upon arrival. Please leave key in the door upon checkout.

### On-site Guidelines:

- **A complimentary breakfast hamper** of bacon, eggs, muffins, butter, jam etc is provided by us free of charge and will either be waiting for you in your fridge or will be delivered to your room by 6pm on the day of your arrival. We hope you enjoy it!

- **Onsite Relationships:** We do hope that you love the retreat as much as we (and so many others) do and have the experience you are looking for! In simple terms, we want all guests to feel really welcomed and at home here and for all to treat our retreat and others with consideration and respect. We warmly welcome all guests into our bubble here on the mountain and we see this as YOUR important time out.
- **Contacts: We seek a balance between connecting with and being available for guests, providing space, as well as living our own lives.** We have structured the retreat in a way that all required information is sent in advance, reiterated upon arrival and is readily available in-rooms and online so that guests can make relevant choices in line with the experience they are seeking. We try to organise everything so that guests can make themselves at home and be self-sufficient from arrival. We will help coordinate your plans and answer questions upon arrival. Should something pressing arise, please text **Craig on MB 0404381533** and we will aim to support as soon as is possible.
- **Our Mission:** We are a family-run small business and it is our strongly held mission that we live authentically with freedom and in service to others and Alaya Escape is our retreat that literally represents "who we are and what we do". This holds deep significance in our lives and we are continually evolving this 'peace' of paradise towards providing a unique positive experience that assists others in having an experience involving one or all of our **"4 R's" involving Rejuvenating, Reviving, Reconnecting and Relaxing.**
- **Noise levels** - One of the great attractions that we always receive feedback on is the sounds of rustling trees, water features, birdsong and a return to simplicity in nature. We ask that people be mindful of their impacts on others' connection to the tranquil peace within our space and adhere to reasonable noise levels after certain times.
- **Cleaning:** We ask that the rooms be left in good order with any cutlery and dishes washed and put away and rubbish placed in the outside bins provided before departure. **Should you prefer that our cleaners do this, we will organise this for an additional \$50 onto your reservation.** Rooms left in an unsatisfactory manner will incur additional cleaning charges immediately in line with the time required to remedy.
- **Firewood** - We provide an amount of firewood and ignition material for your stay and, after using it, you are able to replenish the container yourself from the stack opposite the car park. \$10 per small container will be charged to your account and this is simply to offset the costs of firewood as it is 'burnt through' very quickly on the mountain. As with all of our resources and generosity, we trust that it is used mindfully and in a manner that supports your having a wonderful time and our desire to run a sustainable and affordable retreat.

- **Water:** although our environment is a lush tropical paradise, water is a precious commodity on the mountain and we kindly ask that guests be mindful of water use and moderate usage where possible. Please note that the water may have a slightly 'tan' appearance at times against the stark white of the spa and this is due to the tannin in the leaves of many surrounding trees, but is very safe to drink, is filtered and also makes your hair very soft and 'fluffy'. Owners' other part-time occupation is cleaning gutters it seems 😊.
- **Towels and linen** - We provide industry grade commercially cleaned linen and one towel per person. Additional towels can be hired from Alaya Escape for \$5 each. All of our linen and towels are hired from a professional local service. In the case of Nusa Dua 2bdrm, use of both rooms for 2 people (or 1 person in each room) will incur cleaning and linen charges of \$50.
- **Smoking** - We honour the right for people to smoke at our retreat, however, smoking is restricted to outdoor areas and decks only. Smoking is strictly prohibited inside rooms and penalties may apply including repainting of interiors. Please dispose of butts and ash carefully.
- **Your room / key:** If you are not sure which is your room, don't stress, as we will sort things for you upon arrival. Please leave key in the door upon checkout.
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## Payment and Cancellation

- **\*\*Community Announcement\*\* - Save yourself 15 to 20%** off your booking buy booking directly through our website (or anywhere you go) and keep **YOUR money in YOUR pocket** rather than giving it to a multi-national online computer software company.
- **Payment** can be made by **cash at arrival / departure (preferred method), money transfers** (our bank details below) and **credit card charging** (+2% bank surcharge).

We are more concerned that your experience is one of incredible relaxation and an opportunity for you to spoil you and yours then we are about collecting money.

- **Bank details** for future reference:  
**Alaya Escape / BSB - 633000 ACC - 159298421.**

- **Cancellations** within 21 days of arrival will be liable for 100% payment of the booking fee SHOULD THE ROOM NOT BE RELET.

We are generally booked out always, so don't be too concerned as we know that things happen AND we are not in the business of ripping people off – quite the opposite. We SHOULD be able to relet the room given enough time.

Please bare in mind, however, that we continually juggle our understanding of others' situations with the fact that we are striving to run an effective business.

We ask that you consider travel insurance to cover yourself in the case of unforeseen challenges and circumstances. **All cancellations will incur a \$50 cancellation fee.**

## Special Considerations

Our acceptance of bookings for prospective guests with children and pets are dependent on the time of year, other bookings, pet breed, the room booked in and other factors as determined by the owners of Alaya Escape. We reserve the right to cancel any booking with children or pets should we perceive that our reasonable expectations not be met or should there be pressing concerns that may inhibit the normal operations of Alaya Escape.

### Booking with Dogs

**Please read the 'growly' bit below that I am required to include in the unlikely event that problems occur due to pets:**

We are generally happy to accept dogs in our rooms under the conditions below. The price to have a pet on site is \$50 per pet per night (max \$100 per pet) and we have expectations that must be adhered to for ensuring that you and everybody else enjoy their special time here, as well as protecting the integrity of our rooms and property.

We do stress the importance of the need to manage your pet and to ensure that he/she does not impact upon the room or the wider environment, as well as the quality of stay of other guests. As a matter of legalities, I do need to share with you that severe penalties may be incurred should our rules not be adhered to for having pets on site. These may include booking cancellations (without refunds) and / or additional charges.

We are absolutely not people who want to look for reasons to charge guests and have only ever once had to implement charges to cover damages / lack of care / impact, but we need to be firm with the frameworks of managing the integrity of our property and the right to a good stay for you and all other guests residing here.

Alaya Escape - Bali  
on the Sunshine Coast  
Feel The Difference!



www.alayaescape.com.au  
PH: 0404 381 533 / 07 5457 3663  
Email – alaya\_escape@outlook.com.au

- **Please ensure that your pet has a blanket or a sheet etc underneath it when sitting on mats etc at ALL times and animals are not permitted on beds or furniture.** It may be worthwhile rolling mats up to avoid problems if they exist in your particular room and all hair or dirt etc swept up and disposed of in bins.
- If your dog is excessively noisy and you don't feel that you can manage that noise for the most part across your stay, it may be best NOT to book your stay here. Please consider this point carefully.
- Animals need to be taken outside and away from common areas for toileting and all waste is to be collected and placed in bins.
- Pets are not to be in or around the pool area and should there be rain, please ensure your pet is clean and dry when entering rooms.

### Children:

There are many times when families want to get away together or, in other cases, parents are unable to get their kids looked after. We try to support this, as we advocate for the importance for parents, particularly, to have quality time away together to decompress. We balance this, first and foremost, with the fact that we are predominantly an adults' retreat and we are happy to accept kids under the proviso that they do not impact the stays of others or the integrity of the retreat.

Whilst this may seem harsh, I need to be up front to avoid incidents where people have, in the past (and rarely), had children here throwing rocks in the pool and running around making plenty of noise etc. Extreme and isolated cases, but nonetheless, I am just ensuring that we are on the same page to avoid that happening again and to ensure that ALL guests (particularly yourselves) have an experience here that you are looking for whilst still managing the space for others who will be here across that period.

**Thank you** for choosing to come to our humble retreat and we hope that you have the experience you are seeking. We also hope that you pick up what we are trying to put down – so to speak. We have created an environment, a 'tone' and facilities and other options that we hope can assist you in feeling more like a human being once again, rather than just a human doing!

Our retreat is continually evolving and we are diligently engaged in continuing to construct an environment that is uniquely positive, peaceful and beautiful and offers a variety of possibilities for people. We hope that you have or will experience/d an opportunity to experience our 'peace' of paradise and one or all of our facilities and recommended restaurants.

Thanks for supporting our growing family business and we **wish you happiness and all of its causes!**

Craig, Molly, Scarlett and Indigo (and Brown Dog).

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