



Departure Lounge Questions & Answers

Departure Lounge offers members amazing discounts at many of the Peppers, Mantra & BreakFree properties. Strict Terms and Conditions do apply and availability is limited.

If you have questions regarding Departure Lounge please see below for further information.

Can I join Departure Lounge and get access to this site?

Individuals can not join Departure Lounge.

A number of membership organisations offer their members a Departure Lounge password.

*If you think Departure Lounge would be suitable to your employees or workplace your HR department can email us for consideration. Individuals will not be granted entry.

Who has access to Departure Lounge?

Only select companies have access to Departure Lounge through their internal intranets. Certain memberships and groups also provide their members access.

I am a member of Departure Lounge and can't find my password, can you give me access?

We do not provide access codes to the Departure Lounge site. The site is only available to a closed user group. If you are a member you will need to check with your issuing organisation for your password. Please refer back to your intranet at work, or if it is from a membership it will be printed in your membership book.

There are no Departure Lounge rates available for the dates that I am wanting to stay?

Departure Lounge runs on distressed allotments. Specials are subject to availability. When searching for accommodation the site will show you all rate options including Departure Lounge specials and standard prices. When Departure Lounge rates are sold out, unfortunately they are sold out. Departure Lounge specials are very popular and availability can be hard to find at times.

What do I need to do to cancel my booking?

Please note that all bookings are non refundable if cancelled.
To cancel your booking please log into the site using your Departure Lounge password.

- Log into the My Bookings area of the site using your personal username and password created when making your booking.
- After logging in the screen will show you your reservation/s,
- Click 'View/Modify'
- Click 'Cancel'

All cancellations are non refundable.

If you have further enquiries or require assistance, our Reservations team is available on 13 15 17. A \$50 service fee applies for enquiries and assistance.

What if I need to change my dates?

Departure Lounge Terms and Conditions allow you to amend the dates of your booking outside of 14 days. Please note that you are only able to amend the dates of your booking at the same property, you cannot change your booking to a different property.

To amend your booking please log into Departure Lounge website.

- Log into the My Bookings area of the site using your personal username and password created when making your booking.
- After logging in the screen will show you your reservation/s,
- Click 'View/Modify'
- Click 'Modify Booking'
- Confirm your amendment by selecting your new travel dates and confirm

If you have further enquiries or require assistance, our Reservations team is available on 13 15 17. A \$50 service fee applies for enquiries and assistance.

How are the rates so cheap?

Departure Lounge is an online facility used to sell distressed inventory at very low rates. General availability may exist on our normal websites, however that will not automatically mean availability will exist on the Departure Lounge site. All Departure Lounge specials are subject to availability.

I have not received my booking confirmation, how can I get it sent to me?

Please email departurelounge@mantragroup.com.au and advise your Departure Lounge booking number and we will reply with your booking confirmation.

If you do not have your booking number please confirm which property you will be staying at along with your travel dates and we will attempt to locate your booking.

I would like to holiday next weekend, why can't I find availability?

No rooms are available within 28 days of travel. To find the best Departure Lounge rates it is best to look outside 28 days and within the next year.

General availability for all Mantra Group properties can be searched at www.mghotels.com.au

I would like to holiday in School Holidays?

Departure Lounge runs on distressed allotments and is subject to availability. General availability may exist on our normal websites, however that will not automatically mean availability will exist on the Departure Lounge site. During peak times availability can be hard to find.