

ALEXANDER

COTTAGE

ACCOMMODATION BOOKING TERMS & CONDITIONS

We are a small, family owned and operated business located in a regional area, as such booking amendments and cancellations impact us greatly, leaving us minimal time to replace cancelled or amended bookings. We appreciate your understanding of our cancellation policy.

PAYMENT

We request a valid credit card and expiry date for all accommodation bookings.

- Full payment is required upon booking, regardless of the lead time

AMENDMENTS

Amendments can be made free of charge to bookings up to 14 days prior to the day of arrival. These include the following:

- Change of date
- Change of duration (where permitted)
- Amendments made less than 14 days prior to arrival incur a charge of 20% of the total booking

CANCELLATIONS

Cancellation charges apply in the following instances:

- 14 days prior to arrival will incur a charge of 50% of the total booking
- Less than 14 days prior to arrival will incur a charge of 100% of the total booking
- If your booking is a result of a government mandated lockdown, a full refund or credit will be provided