

HOTELFRANGOS

Daylesford

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.

DEPOSIT

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

- 50% deposit is processed upon booking
- Balance is processed 7 days prior to the day of arrival
- For bookings made less than 7 days prior to arrival, payment in full is required upon booking

AMENDMENTS

Amendments can be made free of charge to bookings up to 7 days prior to the day of arrival. These include the following:

- Change of date
- Change of duration (where permitted)
- Amendments made less than 7 days prior to arrival incur a charge of 20% of the total booking

CANCELLATIONS

Cancellation charges apply in the following instances:

- 7 days prior to arrival will incur a charge of 50% of the total booking
- Less than 7 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

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RESTAURANT BOOKING TERMS & CONDITIONS

Restaurant reservations are taken in good faith that our guests honour the reservation made, giving adequate notice of a change in circumstances. As such the following terms apply all dining bookings:

- Cancellation within 24 hours of your booking will incur a \$25 charge per person
- In case of no-show, your booking will incur a charge of \$50 per person
- All charges will be processed on the credit card provided at the time of booking
- If your cancellation is a result of a government mandated lockdown, you will not be charged a cancellation fee