

## **BOOKINGS: 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 or less, prior to arrival date will incur a charge of 100% of the total booking.
- If we are able to resell your room a credit for a future stay or refund will be provided.
- Greater than 7 days to arrival date, a full refund will be given.

