

CANCELLATION POLICY

- Guest/s who wish to cancel or vary a Booking must contact Management in writing to confirm availability.
- All Booking cancellations and variation requests (date change, guest numbers) are subject to availability and Management's approval.
- A \$50 administration fee will apply to all date changes or cancellations.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- No refund will be given for an early departure.
- Refunds will not be given for bookings cancelled due to inclement weather, illness or change in family circumstances.
- Management recommends Guest/s take out comprehensive travel insurance with coverage for Guest cancellations.
- In the event Management is able to relet the Property for the period cancelled the Guest may be eligible to a partial refund, less administration charges, commissions and expenses.

- COVID-19 RELATED TRAVEL RESTRICTIONS/LOCKDOWNS

- In the event of a Covid-19 related travel restriction, lockdown, border closure or health directive Management will override the Property's cancellation policy and allow Guest/s a penalty free date change within a 12 month period or alternatively will hold a credit for the Property for a future date.
- Management have the right to request evidence of Guest/s inability to travel.
- Guests who wish to cancel or vary a Booking must contact Management in writing.
- All Booking cancellations and variation requests are subject to availability and Management approval.
- If a Booking is moved to a different season an increased Total Booking Cost may apply.

- DIRECT BOOKINGS

- If a Guest cancels a Booking for any reason the following cancellation fees will apply:
 - A. If cancelled less than twenty-eight (28) days before arrival, 100% of the Total Booking Cost will be forfeited by Guest; OR
 - B. If cancelled more than twenty-eight (28) days before arrival, the 50% deposit paid will be forfeited by the Guest.
- In the event Management is able to relet the Property for the period cancelled the Guest may be eligible to a partial refund, less administration charges, commissions and expenses.
- Bookings may be transferred to a future date, provided that the request to transfer by the Guest:
 - i. is made more than twenty-eight (28) days before arrival; and
 - ii. is for the same property; and
 - iii. is for the same number of nights and guests; and
 - iv. is for a period not later than twelve (12) months after the original arrival date; and
 - v. the applicable tariff for that season is correctly applied.
- A variation of the Booking which reduces the number of nights stay will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- If the Total Booking Cost has not been paid twenty-eight (28) days before Guest/s arrival date Management may terminate the Booking without notice and seek to re-let the Property. If a booking is terminated under this clause, the Guest will automatically forfeit all monies paid.
- A \$50 administration fee will apply to booking variations that pertain to a reduction in either/or the number of nights or number of Guests.
- Any/all eligible refunds will be remitted to Guest via their nominated payment method.

- AIRBNB BOOKINGS

- The Airbnb cancellation policy that applies to the Property is outlined in the Property's Airbnb listing.
- Guest/s must request to cancel or amend a Booking via Airbnb.
- A variation of the Booking which reduces the number of nights will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- Any/all refunds will be processed by Airbnb.

- VRBO (STAYZ) BOOKINGS

- The VRBO cancellation policy that applies to the Property is outlined in the Property's VRBO listing.

- Guest/s must request to cancel or amend a Booking via VRBO.
- A variation of the Booking which reduces the number of nights will be treated as a cancellation of the Booking in respect of those nights.
- A variation of the Booking which reduces the number of guests will be treated as a cancellation of the Booking in respect of those guests.
- Any/all refunds will be processed by VRBO.