

CANCELLATION POLICY/REFUNDS:

At all times except for Peak periods and Christmas Holidays: For cancellations before 7 days of arrival, deposits will be refunded less a \$50 cancellation fee or one nights' tariff whichever is the lesser. For cancellations made within 7 days of arrival or in the case of a no-show, the deposit will be forfeited.

Peak Periods other than Christmas Holidays: For cancellations before 30 days of arrival, deposits will be refunded less a \$50 cancellation fee or one nights' tariff whichever is the lesser. For cancellations made within 30 days of arrival or in the case of a no-show, all moneys paid will be forfeited.

Christmas Holidays:

1. Bookings cancelled prior to 31st March will result in a refund of security deposit paid.
2. Bookings cancelled after 31st March and before 31st July will result in a refund of deposits paid less a \$50 cancellation fee
3. Bookings cancelled after 31st July and before 24th October will result in a refund of any deposits paid less one nights' tariff.
4. Bookings cancelled after 24th October - your money WILL NOT be refunded.
5. We recommend you take out your own Travel Insurance.

COVID CANCELLATION POLICY/REFUNDS: (Current January 2022)

Lockdowns:

In the case of a lockdown and guests 'can not' travel. A refund or funds to a client account may be offered.

Covid Positive:

In the case of a cancellation due to one of the guests being tested positive

Sites: Will pay a \$50 cancellation fee and remaining funds placed in a client account

Cabins: Will pay a \$100 cancellation fee and remaining funds placed in a client account

NB: If there is a group booking with multiple sites/cabins. This policy applies for the covid positive site/cabin only...

Our normal cancellation policy will apply for the remaining bookings.

*Funds placed in to a client account can remain in that account and must be used within 12 months.

*Must not be used during peak holiday times