

BOOKING DEPOSITS & REFUNDS

*All deposits and refunds will be at management's discretion.
Please note: our policies are according to industry standard practice.*

DEPOSITS

- Firstly: please be sure of your holiday plans before committing to a booking with a costly deposit!
- A 50% deposit (minimum) will be requested at the time of booking for all accommodation.
- Deposits must be paid at the time of booking via Credit Card or Direct Deposit.
- Mailed deposits will be accepted only at our discretion. If mailed deposits are NOT received within 14 days of the booking, reservations will be cancelled without notice.
- Full payment for all bookings must be made on arrival. No refunds will be paid for early departure.

REFUND GUIDELINES

Season	Notice of Cancellation	Refund
Standard and Budget season	15 days or more	100% less \$30 admin fee
	0-14 days	No refund - see below
High & Peak season	8 weeks or more	100% less \$30 admin fee
	Less than 8 weeks	No refund - see below

PARTIAL REFUNDS FOR LATE CANCELLATIONS

In extraordinary circumstances, a partial, delayed refund might be offered if the accommodation in question is filled in full by somebody else. Please note that such refunds are given at our discretion, and the maximum refunded will be 75% of the deposit paid.

HOW TO MAKE A DEPOSIT

- Ideally, credit card details should be given over the phone. If you send your card number by e-mail, use some form of "disguise" around some of the numbers, e.g. asterisks. Don't specify details like your name or the type of card.
- Cheques/money orders sent by snail mail must arrive within a fortnight of booking. Late deposits will returned to sender and the booking will be cancelled.
- Direct bank deposit. Please be sure to note your name in the bank deposit description.

EA and RG ROWLANDS

BSB: 062565

A/C: 10442668

Commonwealth Bank

SURCHARGES and OTHER RELEVANT INFORMATION

The following surcharges and deposits may be applied at management's discretion.

- Refundable \$15 cash key deposit on arrival to cover lost keys.
- \$50 surcharge to cover extra cleaning of unreasonably dirty cabins. Cabins may be inspected at our discretion.
- Guests will be charged at our discretion for unreasonable damage to accommodation and equipment.
- A \$50 cleaning surcharge will be applied if guests change cabins during their stay.
- We do not usually accept overnight bookings. If a booking is accepted, a \$20 cleaning surcharge will apply. This will be deducted from payment if an overnight stay is extended.