



TERMS & CONDITIONS 2022/3

The below terms are valid for all NEW bookings for travel in 2022 (as at 01 September 2021), except those postponed from 2021 into 2022/3 due to COVID-19 related circumstances. The terms of these bookings, in place at the time of making the original booking, will remain in place.

BOOKING POLICY:

- We hold provisional bookings for 14 days. However, we offer a certain amount of flexibility to extend provisional bookings, where requested in writing and where possible.
- A 20% non-refundable deposit is required upon confirmation of booking.
- The balance of payment is due at least 45 days prior to the arrival date.
- Bookings received within 45 days are due for 100% payment

CANCELLATION POLICY:

- Cancellations must be received in writing and will only be valid when receipt is acknowledged in writing.
- Cancellations made 45 days or fewer prior to arrival will be subject to 100% cancellation charge of the full amount.
- Should a refund be requested 46 days or more prior to arrival, 80% of the total will be refundable (20% deposit is retained). This will be processed net of bank fees.
- All booking deposits for travel in 2021 will remain as 100% refundable if booked under the refundable terms.
- The property may consider postponement of a booking until 21 December 2022 if travel is cancelled 45 days or less prior to arrival is due to a COVID-19 related issue eg. Border closure of originating border. This is at the discretion of management.
- Postponement of any existing bookings into 2023 are currently not permissible.

*We reserve the right to amend these terms and conditions with sufficient prior notice.