

ROBERTSON LODGES

BOOKING POLICY (3 rooms or less)

A one-night deposit is required to confirm a reservation, and a valid credit card must be held on file to maintain a secured reservation. Payment can be made by Visa, Mastercard, American Express or Bank Deposit. **A 2.6% convenience fee will be applied to payments made by credit card.**

To maintain a confirmed reservation over the Holiday (Festive) Season, full payment is due 1 September, and is non-refundable on cancellation.

CANCELLATION POLICY FOR RESERVATIONS 1 MAY - 30 SEP (3 rooms or less)

Cancellation outside 31-days of arrival will incur a \$250 booking administration fee. This will be deducted from the deposit paid, and the balance of funds returned.

Up to 31 days prior to arrival you may postpone travel dates to a revised stay date within six-months of the original booking and the full deposit will be transferred.

Cancellation between 31 and 15-days of arrival will result in a 50% charge for room nights cancelled.

From 14 days prior to arrival, cancellation will result in the full charge for room nights cancelled.

SUMMER SEASON CANCELLATION POLICY FOR RESERVATIONS 1 - 30 APR, 1 OCT - 14 DEC & 6 JAN - 31 MAR (3 rooms or less)

Cancellation outside 90-days of arrival will incur a \$250 booking administration fee. This will be deducted from the deposit paid, and the balance of funds returned.

Up to 61 days prior to arrival you may postpone your travel dates to a revised stay date within six-months of the original booking and the full deposit will be transferred.

Cancellation between 90 and 61-days of arrival will result in a 50% charge for room nights cancelled.

From 60-days prior to arrival, cancellation will result in the full charge for room nights cancelled.

HOLIDAY SEASON CANCELLATION POLICY FOR RESERVATIONS 15 DEC- 5 JAN (3 rooms or less)

Cancellation prior to 1 September will incur a \$250 booking administration fee. This will be deducted from the deposit paid, and the balance of funds returned.

Cancellation from 1 September to date of arrival will result in the full charge for room nights cancelled

GROUP BOOKING POLICY (4 rooms or more)

Reservations of 4 + rooms are considered a group and booking conditions apply. Group bookings are taken at the sole discretion of the property and additional conditions may apply.

To confirm a group booking a deposit of 25% on accommodation is required. Balance payments are due with 25% at 180 days, 25% at 120 days and 25% at 90 days. Payment can be made by Visa, Mastercard, American Express or Bank Deposit. **A 2.6% convenience fee will be applied to payments made by credit card.**

CANCELLATION POLICY 1 MAY - 30 SEP (4 + rooms)

A charge of 10% will apply for any room nights cancelled from time of confirmation. Up to 121 days prior to arrival you may postpone your travel dates to a revised stay date within six-months of the original booking and the full deposit will be transferred.

120-91 days prior 25% of the total room nights cancelled

90-61 days prior 50% of the total room nights cancelled

60-31 days prior 75% of the total room nights cancelled

From 30 days prior 100% of the total room nights cancelled

CANCELLATION POLICY 1 - 30 APR, 1 OCT - 14 DEC & 6 JAN - 31 MAR (4+ rooms)

A charge of 10% will apply for any room nights cancelled from time of confirmation. Up to 181 days prior to arrival you may postpone your travel dates to a revised stay date within six-months of the original booking and the full deposit will be transferred.

180-91 days prior

25% of the total room nights cancelled

90-76 days prior

50% of the total room nights cancelled

Inside 75 days prior

100% of the total room nights cancelled

HOLIDAY SEASON CANCELLATION POLICY FOR GROUP RESERVATIONS 15 DEC - 5 JAN (4+ rooms)

To confirm a group booking a deposit of 25% on accommodation is required. A further 25% is due at 180 days, and the remaining balance by 1 September. A charge of 10% will apply for any room nights cancelled from time of confirmation.

Cancellation from 1 September to date of arrival will result in 100% charge for the room nights cancelled

Additional conditions will apply for exclusive-use bookings of the lodges and their accommodation.

WE ENCOURAGE ALL VALUED GUESTS TO TAKE TRAVEL INSURANCE IN THE EVENT THAT CIRCUMSTANCES OUTSIDE OF THEIR CONTROL CAUSES LATE CANCELLATION OF THEIR BOOKING.