

Cancellation/refund policy

Cancellations can be made at no charge up to 48 hours prior to the arrival date, except over the Christmas/New Year holiday period when the cancellation period is extended to 7 days prior to the arrival date. One night's accommodation per unit may be charged for late cancellation, or if over the Christmas/New Year holiday period the full accommodation cost may be charged. Any prepayment of accommodation will be refunded if the cancellation is received within the policy timeframes.

Check-in/Check-out times

Check-in is available between 2pm-8pm. Any late arrival/departure not pre-arranged and agreed with Reception may be charged a minimum fee of \$20.

Pets

Pets are not allowed in units.

Age limit

The guest making any reservation must be a minimum of 18 years old.

Business from our Property

Conducting business from our Property is not allowed. If a guest is found to be conducting business from the property, they may be required to leave the premises. In those circumstances no refund will be issued.

Payment Options

Visa, Mastercard, Eftpos, Online banking. Credit card transactions will incur a processing fee.

Online payments / Information Security

Online bookings and payments are controlled by Seekom iBex to read their privacy policy and find out information click the following link: <https://web.seekom.com/about/privacy-policy/>