

## Booking Terms & Cancellation Policy

### Booking Guidelines

- Maximum 4 adults per 2 bedroom villa and Maximum 2 adults per 1 bedroom villa unless otherwise arranged.
- Persons under 18 (or persons on their behalf) are not permitted to make reservations. Unaccompanied minors will not be accepted as guests.
- Management reserves the right to cancel or amend any bookings.
- 1 car space is allocated per site booked. Additional vehicles must be parked in allocated visitor parking or outside the property.
- All damages to the property will be charged to the client's credit card.
- There is no smoking permitted in the accommodation or other buildings, including on villa decks.

### Pets Policy

- Pets are not permitted at Interludes by Willinga Park

### Payment and Deposits

- Guest credit/debit card details are required to secure all bookings. Visa and Mastercard credit card surcharge 0.5%.
- Bookings are not transferable to other persons.
- Deposit of 50% is required at time of booking.
- Full payment is required 30 days prior to arrival for all off peak stays to confirm the booking. Balance must be paid in full 24 hours prior to arrival.

### Cancellations and Refunds

- Cancellations up to 14 days prior to arrival - a cancellation fee of \$20 will apply to all bookings
- Cancellations within 14 days to arrival - a cancellation fee of 100% of the booking fee will apply
- Refunds are unavailable for cancellations made within 14 days prior of arrival date or due to; early departures, no shows, change of mind, inclement weather, or where clients are asked to leave the property for breaching property rules
- Management reserves the right to cancel or amend any bookings
- Pricing is subject to change
- Guest credit / debit card details are required to secure all bookings
- Visa & Mastercard credit card surcharge of 0.5% applies to this payment option

### Additional Fees and Charges

- Cleaning Fee – A minimum of \$160 will be charged if the Villa left in unsatisfactory condition upon departure.
- Late Departure – subject to availability and pre-arrangement with management. Fees may apply.