



COVID CANCELLATION POLICY

With border restrictions now relaxed, we look forward to welcoming back those of you able to travel. With self-contained accommodation and a range of measures to continue your social distancing, we are ready and waiting to welcome you.

If you are **booking from within WA** and made a direct booking, we are offering a full refund or deferral if your cancellation falls within the 14-day normal cancellation terms AND is due to a GOVT enforced Covid Lockdown.

However, if you have already commenced your stay during a lockdown and wish to return home for any reason, we are under no obligation to refund any unused portion of your booking.

We also offer a **free change of date** due to you not being able to travel because you have either a) contracted a form of COVID and have to isolate b) have to isolate as a result of being in close contact with a Covid Positive person. Please note this is applicable for Direct Bookings Only.

If you are booking from **outside of WA and booked direct** then our normal policy stands:

A cancellation fee of \$50 applies to all cancellations.

We allow 1 date change (14 days notice required) - additional date changes incur \$50 fee.

Peak Period (Christmas / Easter) –Deposit Required \$350.00 to secure Peak Booking. \$50 Cancellation fee if cancelled more than 42 days before arrival. Deposit non-refundable within 42 days of arrival date.

All other periods – Deposit (less \$50 cancellation fee) refunded if notice of cancellation is received more than 14 days prior to arrival date. If reservation cancelled within 14 days of arrival, no refund of deposit.

No refund will be made for any unused portion of a holiday booking.

Mandatory Contact Tracing

As per state government guidelines, we do require all guests to register for contact tracing purposes via the SafeWA contact Register App.

We ask all guests to sanitise hands prior to entry into Reception and please follow instructions for the No contact check-in to ensure social distancing. Please wear masks when entering reception.

Please note under no circumstances do we accept guests seeking to quarantine. You may be asked to show evidence of a negative COVID-19 test prior to arrival.

Safety and Hygiene

We always take our hygiene and cleanliness standards very seriously, yet in the face of the COVID-19 virus we have taken additional steps to ensure the safety of our guests and employees, following the latest strict guidelines that address a broad spectrum of viruses including Covid-19.

If you are feeling unwell, we ask that you change your travel until you are displaying no symptoms.