

**Booking, Cancellation and Refund Information for:  
THE LAKES APARTMENTS**

**BOOKING INFORMATION:**

A deposit is required to secure each reservation. A deposit equal to the first night's accommodation must be paid at the time of making the reservation or within seven days of making the original booking. No reservation will be guaranteed without a deposit.

Additional deposits required for peak seasons:

After the initial holding deposit has been paid (as per conditions above), the final installments are to be paid as follows:

**Christmas & January Holidays:** 50% of the total tariff is required to be paid by the 31<sup>st</sup> October.  
Final balance is to be paid in full on arrival.

**Easter:** 50% of the total tariff is required to be paid by the 28<sup>th</sup> February.  
Final balance is to be paid in full on arrival.

While the above terms and conditions make for an easier transition into the holiday period for all of us we do understand that from time to time certain situations may arise where you are unable to meet the above deposit requirements – please contact reception if this is the case to make alternative arrangements.

**Minimum booking periods:**

**Christmas & January Holidays:** 5 night minimum  
**Easter:** 3 night minimum  
**Public Holidays:** 3 night minimum

**CHANGING RESERVATION DATES:**

When dates for bookings are changed and the request can be accommodated, there will be no charge. If we cannot change the booking, the rules for cancellations will apply. If a guest calls within the cancellation period – cancellation policy still applies.

**CANCELLATION POLICY:**

**Low Season:** Cancellations advised within 24 hours notice are fully refundable less a \$50 administration fee. Cancellations inside of 24 hours of arrival will result in forfeiture of deposit.

**High/Peak Season:** Cancellations advised with 21 days notice are fully refundable less a \$50 administration fee. Cancellations inside of 21 days of scheduled arrival date will result in forfeiture of deposit.

**Peak Seasons:** Christmas & January Holidays, Easter, March or April Holidays and Public Holidays (exact dates are available from reception).

**Cancellation Fee (\$50.00):** This may be redeemed when booking your next holiday with us (provided rebooking is within 12 months of the cancellation date)

**Refund conditions:**

Providing the necessary notice has been given and you are able to receive a refund, the remaining deposit will be refunded either by:  
(Monies will only be refunded in the original method paid)

1. CREDIT CARD – Refunded onto the Credit Card. THE SAME CREDIT CARD MUST BE USED FOR CREDIT AS THE ONE THAT PAID THE DEPOSIT. (This is for security reasons).
2. EFT TRANSFER – (Direct Credit) – Direct into guest bank account. Guest must supply their BSB, ACCT. NO. and Account Name.
3. CHEQUE – A cheque will be forwarded at the end of the month.

**ALL REFUNDS ARE PROCESSED AT THE END OF EVERY MONTH**