



## Refund Policy

Refunds of deposits and fees paid are available from Myall Shores Nature Resort under certain circumstances:

### **PEAK PERIOD BOOKINGS:**

Where at least 28 days' notice of full cancellation has been given, deposits or prepayments will be refunded with the following options:

**Option A:** Full credit of deposit or prepayment to a future booking (to be used within 12 months).

**Option B:** Refund of deposit or prepayment less \$20.00 administration fee.

Where less than 28 days' notice has been given or for partial cancellation, deposits or prepayments will be refunded with the following options:

- ❖ If site/cabin is re booked then Options A and B are applicable.
- ❖ If site/cabin is not re booked, no refund is made.

### **OFF PEAK AND MID PERIOD BOOKINGS:**

Deposits or prepayments will be refunded with the following options:

**Option A:** Cash, or credit card refund of deposit or prepayment less \$10.00 administration fee. Arrived Bookings on sites only, who are refunded in cash or credit card will NOT incur an administration fee.

**Option B:** Cheque refund of deposit or prepayment less \$20.00 administration fee.

### **PLEASE NOTE:**

Where a deposit or prepayment is to be refunded an administration fee is to be charged. Alternatively, the customer may allocate the total fund amount towards a future booking (to be used within 12 months). Managers have the discretion to not enforce an administration fee due to emergencies (health reasons etc).



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