

# Briserenia Gardens

Self contained apartments, cottages and suites

## Standard Booking Cancellation Policy

Our standard booking policy is available for viewing on our web site.

A confirmed booking is a booking where a deposit has been paid prior to arrival.

Bookings are not considered to be confirmed until the deposit has been received.

A booking is for use of facilities, whether this be for a short or long period of time and may not necessarily include an overnight stay.

The balance of the tariff is payable on or before arrival.

**Any booking cancelled less than 72 hours prior to the day of check in will incur a full tariff charge.**

Single night booking – for one apartment/cottage/suite or partial cancellation of a group booking that affects only one apartment/cottage/suite:

- 30+ days prior, the deposit, less an administration fee, is transferable to an alternate booking.
- 15 - 30 days prior, 50% of the deposit is forfeited and the balance, less associated charges is transferable to an alternate booking
- less than 15 days prior, if cancelled in full or in part, the full deposit is forfeited.

If an alternate booking is not required for cancellations made less than 30 days prior to the booking date, no refund is payable, the full deposit is forfeited.

Multiple night bookings & group bookings using more than one apartment/cottage/suite:

- 45+ days prior, the deposit, less an administration fee, is transferable to an alternate booking
- 30 - 45 days prior, 50% of the deposit is forfeited and the balance, less associated charges is transferable to an alternate booking
- less than 30 days prior, if cancelled in full or in part, the full deposit is forfeited

If an alternate booking is not required for cancellations made less than 45 days prior to the booking date, no refund is payable, the full deposit is forfeited.

For cancellations made to subsequent alternate bookings, the deposit is forfeited.

Our policy only covers associated business costs. It does not duly compensate for tariff revenue lost as a result of a confirmed booking cancellation.