

## VILLA MAR COLINA

ADOPTS THE FOLLOWING POLICY WHEN DEALING WITH DEPOSITS AND CANCELLATIONS OF BOOKINGS.

Thank you for choosing Villa Mar Colina for your accommodation. We hope your stay with us will be both memorable and enjoyable.

We do understand that not all things go according to plan and situations may arise that cause you to postpone or cancel your stay with us. To help minimise confusion regarding deposits and cancellations, please find our cancellation policy. We hope this assists you.

### CONFIRMED BOOKINGS

- ❖ A booking that has not been confirmed by a deposit being paid is not guaranteed.
- ❖ A deposit of \$200.00 will confirm a one week booking during Non–Peak season.
- ❖ A deposit of \$400.00 will confirm a one week booking during Peak season.
- ❖ The balance of the tariff is due on arrival (or such other time as stated).

### PEAK SEASON

- ❖ **All** cancellations will incur a \$30.00 administration fee.
- ❖ If the booking is cancelled 28 days or more prior to the planned date of arrival, there will be a full refund less administration fee.
- ❖ If the booking is cancelled less than 28 days prior to the planned arrival date, a full refund less the administration fee will be issued on the condition that the premises are re-let for the total period originally booked. **NO** refund will be issued if the premises are not re-let

### NON – PEAK SEASON

- ❖ **All** cancellations will incur a \$30.00 administration fee.
- ❖ If the booking is cancelled 14 days or more prior to the planned date of arrival, there will be a full refund less administration fee.
- ❖ If the booking is cancelled less than 14 days prior to the planned arrival date, a full refund less the administration fee will be issued on the condition that the premises are re-let for the total period originally booked. **NO** refund will be issued if the premises are not re-let.

### SHORT NOTICE BOOKINGS

- ❖ Where a booking is made less than 14 days prior to the planned arrival date, a full refund less the administration fee will be issued on the condition that the premises are re-let for the total period originally booked. **NO** refund will be issued if the premises are not re-let.

NB: The Administration fee covers the cost of processing the booking, and all other associated costs of the cancellation process.

### CASH ONLY BOOKINGS

- ❖ For **cash** payments **either** of the following will be requested from the registered Guest on arrival;  
  
A credit card imprint.  
Or  
A Security Deposit of \$200.00
- ❖ These conditions are imposed to cover extraordinary issues such as breakages, damage, phone charges and cleaning should the unit be left in an unreasonable condition. It will also be necessary for the balance of the account to be settled on arrival.