



Cancellation Policy

Peak season (1st Nov - 31st Mar) :

1. Deposit is refundable, less a \$500.00 administration fee if the cancellation is made more than 60 days for bookings prior to arrival.
2. The deposit will be deducted if cancellation is received less than 60 days but more than 30 days prior to arrival.
3. A full tariff will be incurred if cancellation is received less than 30 days prior to arrival.
4. 75% of the full tariff is refundable if cancellation is received less than 30 days, but booking dates are resold.

Rest of the year:

1. Deposit is refundable, less a \$500.00 administration fee if the cancellation is made more than 45 days for bookings prior to arrival.
2. The deposit will be deducted if cancellation is received less than 45 days but more than 30 days prior to arrival.
3. A full tariff will be incurred if cancellation is received less than 30 days prior to arrival.

Regarding the third-party outsourcing activities, if any expenses arising from the unsubscription are based on the third company policy. (This article is mainly for PREMIUM EXPERIENCES)

Changing policy

Peak season (1st Nov - 31st Mar) :



1. No execution fee will be charged if modification is received more than 45 days prior to arrival and the number of days does not change, and there is no conflict with the existing reservation.
2. 25% of tariff of the reduced days will be charged if modification is received more than 45 days prior to arrival and the number of days is reduced because there is a conflict with the existing reservation.
3. No execution fee will be charged if modification is received within 45 days prior to arrival and the number of days does not change, and there is no conflict with the existing reservation.
4. 50% of tariff of the reduced days will be charged if modification is received within 45 days prior to arrival and the number of days is reduced because there is a conflict with the existing reservation.
5. If the order is cancelled due to the conflict with the existing reservation, the cancellation policy will be executed.

Rest of the year:

1. No execution fee will be charged if modification is received more than 30 days prior to arrival and the number of days does not change, and there is no conflict with the existing reservation.
2. 25% of tariff of the reduced days will be charged if modification is received more than 30 days prior to arrival and the number of days is reduced because there is a conflict with the existing reservation.
3. No execution fee will be charged if modification is received within 30 days prior to arrival and the number of days does not change, and there is no conflict with the existing reservation.
4. 50% of tariff the reduced days will be charged if modification is received within 30 days prior to arrival, and the number of days is reduced because there is a conflict with the existing reservation.
5. If the order is cancelled due to conflict with the existing reservation, the cancellation policy will be executed.