

## **WILLUNGA HOUSE CANCELLATION POLICY**

1. To secure an accommodation booking to stay at Willunga House the Proprietor requires a 50% payment as a deposit. Where a group booking is being made a lesser amount may be accepted as an initial deposit. The Proprietor and the Customer shall agree to the amount.
2. The Proprietor reserves the right to withhold 10% of the booking fee to cover non-refundable administrative costs e.g. bank fees and commissions, if a cancellation is made more than 30 days prior to the date for which the accommodation has been booked.
3. If the Customer cancels their booking less than 30 days, but more than 14 days prior to the date for which the accommodation was required, the deposit minus the 10% administrative fee, shall be refunded, provided the Proprietor is able to secure another booking for the same period.
4. If the Customer cancels their booking less than 14 days prior to the date for which the accommodation has been booked, the Proprietor will be entitled to retain the full amount of any deposit paid by the Customer.