



## **Updated Cancellation & Postponement Policy as of 1<sup>st</sup> June 2020**

**This updated policy is only applicable to new reservations made as from the 1<sup>st</sup> June 2020, for all previous reservations the standard policy will apply outlined in point "2".**

**When confirming a reservation at Timamoon Lodge you automatically accept the terms and conditions and cancellation/ postponement policy outlined below.**

**Only written cancellations & postponements will be accepted.**

**Please note bookings that need to be cancelled or postponed will fall under one of the following policies dependent on the circumstances of the cancellation or postponement.**

### **1. If guests are unable to reach the lodge due to current Government implemented travel restrictions due to Covid-19:**

#### **Postponement:**

We will be able to postpone your reservation to a date later that year at no extra charge or we can offer you a voucher to the value of your original reservation valid for 6 months after your booking date. We are unfortunately unable to offer refunds for bookings that need to be cancelled due to Covid-19.

#### **Cancellation:**

Cancellation 30 days prior to arrival:

No cancellation fee.

Cancellation 14 days prior to arrival:

50% of the total booking value due.

Cancellation less than 14 days prior to arrival:

100% of the total booking value due.

If departures are made earlier than the scheduled reservation dates then the client is liable for 100% of the booking value.

### **2. If guests need to cancel or postpone due to any other circumstances unrelated to Covid- 19:**

15% handling fee of the total booking value applies to all reservations cancelled or postponed.

Cancellation or postponement between 28 and 21 days prior to arrival:

25% of the total booking value due.

Cancellation or postponement 20 and 14 days prior to arrival:

50% of the total booking value due.

Cancellation or postponement 13 and 7 days prior to arrival:

75% of the total booking value due.

Cancellation or postponement 6 days or less prior to arrival:

100% of the total booking value due.

If departures are made earlier than the scheduled reservation dates then the client is liable for 100% of the booking value.

