



## **Booking and Cancellation Policy**

Please note our booking requirements, our cancellation policy and applicable fees below:

### **BOOKINGS**

To confirm your camping or cottage accommodation, tour, package or hire, full payment is required at time of booking, payable by direct deposit or credit card.

#### **No Show**

Please show up on time to check in. Failure to check in for a booking, regardless of type, will result in **loss of all monies paid**. Booked accommodation will only be held for 24 hours from the booked time of arrival unless other arrangements have been made with us.

#### **Changes In Number**

Please keep us informed of any changes in number of people for your booking. A **reduction** in numbers will incur charges, per missing individual, according to the relevant booking types cancellation fees as outlined below. **Increases** in numbers will be accommodated if possible and if ample forewarning is given (relevant tariffs apply).

#### **Poor Weather Policy**

Our activities will normally operate in all but exceptional weather conditions. Rain, wind, cold and fog do not prevent us conducting our tours or offering our accommodation. Unless you hear from us, assume your booking is going ahead. We will make every effort to inform you if cancelling your booking is necessary. Participants that decide not to attend or participate on the basis of weather (against our policy and/or advice) forfeit their full tariff.

### **CANCELLATIONS**

#### **ACCOMMODATION - Riverview Cottage**

##### **For bookings during peak season:**

- Cancellations made 6 weeks or more from date of arrival are fully refundable less a 20% administration fee.
- Cancellations less than 6 weeks from date of arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your stay is cut short, no refund will be given.

##### **For bookings during low season:**

- Cancellations made 7 days or more from date of arrival are fully refundable less a 20% administration fee.
- Cancellations made less than 7 days from date of arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your stay is cut short, no refund will be given.

## **CAMPING - The Steps Campground**

### **For bookings during peak season:**

- Cancellations made 28 days or more from date of arrival are fully refundable, less a 10% administration fee.
- Cancellations made less than 28 days from date of arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your stay is cut short, no refund will be given.

### **For bookings during low season:**

- Cancellations made 4 days or more from date of arrival are fully refundable less a 10% administration fee.
- Cancellations made less than 4 days prior to arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your stay is cut short, no refund will be given.

At all times we reserve the right to relocate or change your booked camping zone prior to or upon arrival. We will notify campers as early as possible of any required changes.

*Camping notes:* We have large camping areas we call campzones, which cater for small groups of up to 20 people with their accompanying tents, trailers and sundry camping equipment. The size of these campzones ranges from 350m<sup>2</sup> to 500m<sup>2</sup> depending on the location. If you have 20 people in your party then you can request to reserve the whole campzone for your group. If you have less than 20 people then it's likely you'll be sharing the campzone with other campers.

## **TOURS & PACKAGES - Guided tours and Self-guided packages**

### **For bookings during peak season:**

- Cancellations made 6 weeks or more from date of arrival are fully refundable less a 20% administration fee.
- Cancellations less than 6 weeks from date of arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your tour is cut short, no refund will be given.

### **For bookings during low season:**

- Cancellations made 7 days or more from date of arrival are fully refundable less a 20% administration fee.
- Cancellations made less than 7 days from date of arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your tour is cut short, no refund will be given.

## **HIRE – Canoes, kayaks and equipment**

### **For bookings during peak season:**

- Cancellations made 28 days or more from date of arrival are fully refundable, less a 10% administration fee.
- Cancellations made less than 28 days from date of arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your hire is cut short, no refund will be given.

### **For bookings during low season:**

- Cancellations made 4 days or more from date of arrival are fully refundable less a 10% administration fee.
- Cancellations made less than 4 days prior to arrival will result in forfeiture of all monies paid.
- If choosing to leave early, or if your hire is cut short, no refund will be given.

Please note: *When a booking is to be refunded the administration fee can be credited to a future booking within the following six months. Deferral dates for the new booking must be provided at the time of request and transfer of the administration fee can only be done once.*