

TERMS AND CONDITIONS

The Deposit is non-refundable. It is not returned in any circumstances including for any events outside your control. See below that in the event of any cancellation or sought changes to the booking dates, package duration or package category, a cancellation fee equal to the Deposit applies.

Changes to any booking dates, package duration or package category, are subject to a new booking process and other terms below and cannot be guaranteed to be accommodated.

Cancellation of bookings will be charged at: -

50% of booking fee for more than 60 days' notice before the expected booking arrival date –

70% of booking fee for less than 30 days' notice before the expected arrival date –

100% of booking fee for less than 30 days' notice before the expected arrival date

Can we change our event booking dates or type of our Package?

Unfortunately, we are unable to accommodate event booking date changes or Package Category changes unless there is availability and no additional administrative labour.

Our accommodation and amenities are in high demand and booked well in advance, we forego other bookings to secure the package you select, and we are financially relying on you proceeding with the Package you are booking, at the dates you select.

If you decide you need to cancel a booking or change a date for a Package, for any reason, including for reasons outside your control, a cancellation fee equal to the Deposit applies. If you decide you would like to: - change the date for your Package booking; - have a different Package Category; or - have a different Package Duration, (in these latter two cases, even with the same main date), for any reason, including for reasons outside your control, these changes will be treated as a cancellation, a cancellation fee equal to the Deposit applies, and you will need to apply for a new booking request to suit the changes you are seeking.

Any new booking request would be subject to a new booking process, cannot be guaranteed, would be subject to availability and our discretion, and subject to any increased prices that may apply at the

time of the new booking request. If we give you a new booking and provided that the new date is no more than 4 months after the original booking date, we will not apply the cancellation fee, and instead we will apply the Deposit towards the Deposit for the new booking (a “New Booking Deposit Holdover”). We will only do a New Booking Deposit Holdover once, that is, for one new booking. Otherwise, and in all other cases and circumstances, the cancellation fee equal to the Deposit applies. The deposit is equal to 30% of the total booking fee.

As at 22nd August 2023

These terms and conditions maybe updated at any time and can be found on our website www.sagemanorbowral.com.au