

DEPOSIT/CANCELLATION POLICY

OVERNIGHT STAY – ACCOMMODATION/FLIGHTS

Deposits

- **For travel within 30 days** - Full payment is required at the time of booking. Payment can be made either by credit card, direct deposit or cheque. If paying by cheque the booking will only be guaranteed once the cheque has cleared.
- **For travel outside 30 days** - A deposit of \$300 per room is required at the time of booking. Full payment is due 1 month prior to arrival. During Peak Season a \$600 deposit is required per room.
- Deposits paid are non-refundable

Cancellation

- **Within 30 days of arrival** - 100% cancellation fee applies to total booking which includes flights and overnight accommodation and all inclusions.
- **Outside 30 days of arrival** - A fee equal to the deposit applies.

Amendments

- Excess alterations/changes may incur an administration fee of \$25 per amendment.
- No amendments if travel is within 30 days.

DAY TOURS

Day Tours – Non-Peak

- Full payment is due 7 days prior to travel. If travel is within 7 days full payment is due at the time of booking.

Day Tours – Peak Season & December/January School Holidays

- A deposit of \$100 per adult and \$50 per child (3-12yrs) is required at time of booking or full payment if travelling within 7 days.

Cancellation

- **No Cancellation Fee:** Applies if the booking is cancelled outside of 24 hours prior to departure.
- 100% cancellation fee applies if the booking is cancelled after 4.00pm the day prior to travel.
- 50% cancellation fee applies if the booking is cancelled before 4.00pm the day prior to travel.
- **Day guests** please be aware that Lady Elliot Island cannot be responsible for the weather. Should weather conditions result in cancellation of the tour, you will be able to transfer your trip to another date at no additional cost. If your travel plans do not allow you to postpone, a full refund will be issued. Please note that weather conditions may vary whilst on the Island and result in cancellation of water activities. Once the day trip has commenced no refund will be issued.

Travel insurance is strongly recommended to cover unforeseen circumstances.

Lady Elliot Island

SOUTHERN GREAT BARRIER REEF
'HOME OF THE MANTA RAY'





COVID-19 SUBCLAUSE

In light of Covid-19, if Government-imposed travel or state/territory border restrictions prevent guests from arriving to Lady Elliot Island Eco Resort for their stay, please contact our reservations team as soon as possible.

Your options include;

- Changing travel dates - subject to availability;
- Placing your payment in credit against your name until you're ready to re-book at another time; or
- A full refund

Lady Elliot Island Eco Resort is not responsible for any disruption that may be caused to your personal travel plans prior to your arrival at our Departure Port or after your return from the island to our Departure Port on the mainland (i.e. ongoing flight connections etc).

Payment Terms Overnight Bookings:

\$300 per room deposit (\$600 per room if travelling in Peak Season) is due at the time of booking and the balance payment is due 14 days prior to travel.

If the booking is made less than 14 days prior to travel, full payment is due at the time of booking.

NB: These Terms can be amended and may be subject to change. The Covid-19 Subclause is valid for individual bookings only, excluding group bookings. The Group Cancellation policy will be advised at the time of booking.

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