



Cancellation Policy

Reservations

All Reservations must be confirmed in writing.

Cancellation Policy

The company reserves the right, In the event of any booking being cancelled by a guest, to charge a cancellation fee.

Cancellation prior to 30 days of arrival	No Charge
Cancellation 15 – 29 days prior to arrival	50% of Total Cost
Cancellation 2 – 14 days prior to arrival	80% of Total Cost
Cancellation on day of Arrival or No Show	100% of Total Cost

Group Bookings

Group Bookings are based on a min of 7 Rooms = 1 FOC Group Leader

Group Bookings are based on 14 Rooms = 2 FOC Group Leader

Groups lower than 14 pax is NOT classed as a group and FIT prices will be charged

All Bookings are subject to availability as per allocation

Cancellations must be received 30 days prior to arrival

All Block Bookings incur the following conditions in regards to cancellation & refunds:

Cancellations of the entire block 30 days prior to arrival	No charge
Cancellations prior to 14 days to arrival	50% of the Net Cost
Cancellations 13 days to 7 days	80% of the Net Cost
Cancellations 6 days or less	100% of Total Net Cost.

Decrease in rooms booked also incurs the above cancellation fees.

Progress reports are required as follows to monitor the status of the group and release of booked space:

60 days prior to arrival Advise number booked and release space as agreed

30 days prior to arrival Provide confirmed guest's numbers, names and final payment.

Release all unsold space. Additional guests may be added subject to availability.

Confirmation and Final Numbers and Complete Rooming Lists are to be supplied no later than 14 days prior to arrival.

Group Dinner Bookings

All Bookings are subject to availability as per allocation

Cancellations must be received 30 days prior to arrival

All Block Bookings incur the following conditions in regards to cancellation & refunds:

Cancellations of the entire block 30 days prior to arrival	No charge
Cancellations prior to 14 days to arrival	50% of the Net Cost
Cancellations 13 days or less of arrival	80% of the Net Cost
Cancellations on day of arrival	100% of Total Net Cost.

Group dinner bookings will be charged as from final numbers received no less than 7 days prior to arrival, or actual numbers on the day of arrival which ever is greater.



TERMS AND CONDITIONS

Prices

Prices and Services are set out in Australian Dollars inclusive of 10% GST and are subject to withdrawal or change at any time without notice. Meals are as specified.

Children & Student Rates

Children and Student rates are effective 3-12 years of age. Infants under 3 years are FOC using existing bedding. Additional Bedding for Infants and Children Under 12 years, extra person rates applies.

Responsibilities

All bookings are accepted subject to conditions of carriage. Kangaroo Island Seafront has sought to ensure the information that is supplied is correct and the Kangaroo Island Seafront for any accident, delay, misdescription, failure to arrive, loss, injury or damage for services provided there in, can accept no responsibility or liability. Kangaroo Island Seafront reserves the right to cancel alter; amend bookings as necessitated by weather or operational conditions prevailing at the time.

This policy will be enforced at the discretion of the General Manager and will be influenced by the state market for that period, and the number of bookings that the Hotel has been denied due to holding the booking.