



Cancellations & Refunds Policy

- If you wish to change any details of your booking, please contact Splitters Farm directly and we will do our best to accommodate your request.
- **Refunds:** You may be required to request a refund in writing, stating why you believe the refund payment should be considered. We will do our best to assist you, however cannot guarantee that changes can be made or that a full refund is possible.
- Please note that bookings in certain time periods, or for certain accommodation types cannot be changed; however, in some instances, changes may be permitted however a charge may be imposed. Bookings / Tours where a credit has been retained for a future stay must be used within 2 years of the credits originating date otherwise credit becomes expired and will no longer be available for use.

Accommodation Cancellation Charges

- **More than 60 days** - If your accommodation booking is cancelled outside of 60 days any money paid will be put into credit for use towards a future booking based on availability. This credit will sit on the guest account and last 2 years from the cancellation date. If the credit is not used towards another booking within 2 years all money paid will be forfeited.
- **Under 60 days** - If your accommodation booking is cancelled within 60 days of your arrival date you will forfeit 80% of your booking total. 20% of the booking total will be refunded to the guest who made the booking.
- **Under 7 days** - If your accommodation booking is cancelled within 7 days of your arrival date you will forfeit 100% of your booking total. Please understand that we are a small business and may find it difficult to fill your vacant site so close to your booking. We apologise for any inconvenience.



Events / Tour Refunds

Deposit amounts for events vary depending on the event / tour bookings.

Most special event bookings are payable within 7 days of making a booking via email or phone and an invoice will be generated and emailed to you. While we may provide you with a tentative date for your event, your booking is not confirmed until full payment of your invoice has been received.

All cancellations and/or refund requests must be provided in writing.

Cancellations providing more than 30 days' notice to the arrival date will forfeit the initial deposit paid + a cancellation fee.

- Cancellation of weddings will forfeit deposit paid + \$500
- Groups and private events forfeit deposit paid + 50% of the total tour booking.
- Birthday parties and special events will be required to pay 50% of the total booking.
- No refunds are available for Tours & Activities booked and paid for online however we will do our best to reschedule your date if requested.

Cancellations providing less than 30 days' notice to the arrival date will forfeit all monies paid.

In the instance of a part-cancellation, the manager of Splitters Farm reserves the right to adjust any tariff that had been previously agreed upon based on the renewed number of bookings or total guest numbers.

Tours / Activities where no payment has been received can be cancelled at any time without penalty.



Gift Vouchers and Gift Cards

For guests wishing to use a Gift Voucher or Gift Card, the following applies:

- Gift Vouchers or Gift Cards are to be used following the terms and conditions (T&C's) outlined on the specific voucher/card.
- You must mention if you are using a voucher at the time of booking, the use is subject to availability, it is not transferable or redeemable for cash and cannot be used in conjunction with any other offer or discount.
- As of 26th June 2020, Gift Vouchers or Gift Cards sold, have an expiry period of 2 years (24 months).