



## 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. A \$20 change booking fee will apply to any changes to your booking dates.
- **COVID Cancellations:** If you or your group are unable to travel due to testing positive for COVID you will need to contact us immediately and provide proof of your positive test. A change stay fee of \$20 will apply however any money paid towards your booking will be credit for a 1-year period from the date of cancellation.
- **Weather Cancellations:** If you or your group do not wish to travel due to extreme weather events (proof of said event must be evident) you will need to contact us immediately to discuss. A change stay fee of \$20 will apply to change your booking and your booking may be credited for a period a 1-year from the date of cancellation.
- **Refunds:** We do not offer refunds unless in extreme circumstances. Any request for a full refund needs to be made in writing att: The owners of Splitters Farm [info@splittersfarm.com.au](mailto:info@splittersfarm.com.au)
- You may choose to put your booking into credit if you pay a change booking fee of \$20. 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 but a charge may be imposed. Bookings / Tours where a credit has been retained for a future stay must be used within 1 year of the credits originating date otherwise the credit becomes expired and will no longer be available for use.
- Changes to site fees / accommodation tariffs may have changed from booking to re-booking. Guests requesting a credit will be required to pay the



new rates / tariffs for the new booking. Guests are not able to lock in original pricing from a cancelled booking. New bookings will be charged accordingly.

## **Accommodation Cancellation Charges**

- Please understand that we are a small business and may find it difficult to fill your vacant site if you cancel. We apologise for any inconvenience.
- If you choose to our leave site early due to weather or any other reason you will forfeit consecutive nights and any money paid as your site/accommodation could not be filled at short notice.



## 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 for events providing less than 30 days' notice** to the event 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.
- Gift Vouchers or Gift Cards sold, have an expiry period of 2 years (24 months). In Kind Gift Vouchers have an expiry period of 1 year.
- In-kind vouchers issued to community groups for charitable purposes have a 1-year expiry date from the time of the request.