

## **Cancellation Policy**

### **Securing your Reservation**

A credit card is required at the time of booking to secure a reservation, unless otherwise arranged with the property. We accept Visa, AMEX, MasterCard and direct deposit.

Full payment is required to be paid at the time of check-in unless corporate chargeback arrangements apply.

### **Payment Options**

**Credit Card:** We accept credit and debit cards for both online and phone bookings. Please note that payments made via credit card attract a credit card surcharge.

All credit cards – 1.2%

EFTPOS – 0.5%

Charges will appear as Aspen Living Villages Pty Ltd on your bank statement.

**Direct Deposit:** If paying via direct deposit the funds need to have cleared in our account prior to arrival.

***Any other payment terms must be agreed to in advance by Aspen Karratha.***

### **Cancellation:**

Reservations can be cancelled without incurring a cancellation fee up to 72 hours prior to the day of arrival. Reservations cancelled after this time will be charged at the first night's accommodation rate. In the event of a no-show reservation, Aspen Karratha reserves the right to charge the card on file the equivalent of one night's accommodation at the rate booked.

### **General Terms**

Aspen Karratha does not accept bookings from persons under 18 years of age. All guests under the age of 18 must be accompanied by a responsible adult such as a parent or guardian. We reserve the right to cancel any reservation where this condition is not met.

### **Sale, Promotional and Event Tariffs**

Any accommodation (we don't have sites) booking made on a sale, promotional or event tariff is made under special conditions that differ from standard tariffs. These are agreed to at the time of booking. (Not sure that this is relevant for Karratha?)

### **Group Booking Conditions**

Group bookings are made under special conditions. Deposits, cancellation and alteration fees will be advised at the time of booking.