

# CANCELLATION POLICY

In the event of a cancellation, your payment may be refunded subject to the following conditions:

- 1) 100% of the value of the stay will be credited back with a \$100 administrative charge if the notice is at least 5 weeks before the check-in
- 2) 50% of the value of the stay will be credited back with a \$100 administrative charge if the notice is at least 4 weeks before the check-in
- 3) 25% of the value of the stay will be credited back with a \$100 administrative charge if the notice is at least 3 weeks before the check-in
- 4) No refunds will be made if the notice is less than 3 weeks before the check-in
- 5) No refunds will be made if the stay is aborted or reduced after check-in

In the event of a cancellation before the stay, the respective amount based on the notice period will be deducted from the payment made.

When there is a change in dates (check-in and check-out dates), a \$50 administrative charge will be levied to facilitate the amendment requested.

- 1) For check-ins earlier than the originally booked check-in date, rooms are subject to availability
- 2) For check-ins later than the originally booked check-in date, the days from the original booking will still be deemed consumed and be deducted from the package accordingly
- 3) For check-outs earlier than the originally booked check-out date, the days from the original booking will still be deemed consumed and be deducted from the package accordingly
- 4) For check-outs later than the originally booked check-out date, rooms are subject to availability



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Centre for Holistic Pet Wellness