

ONEKANGAROOISLAND

CANCELLATION POLICY, TERMS & CONDITIONS

All rates are in Australian dollars and valid from
1 April 2021 to 31 March 2023.

All prices are subject to availability, seasonal surcharges and minimum
two nights stays.

Payment for all bookings will be due 30 prior to scheduled arrival date.
Check in time is from 1500 hours. Check out time is 1030 hours. Later
check out may result in an additional night being charged.

CANCELLATION POLICY:

Cancellation Fees Low Season – 1 April to 30 November & 1 February
to 31 March

Outside 30 days: no cancellation charges
29-21 days: 50% cancellation charge
20-0 days: 100% cancellation charge

Cancellation Peak Season – 1 December – 31 January
Less than 30 days: 100% cancellation charge.

COVID-19 CANCELLATION-

Should a change in the Australian border restrictions affect your
booking dates, we will offer you the opportunity to change your
booking to another time within 12 months of the original booking
date. Please note that should you choose a time period which falls
into a higher rate (peak season), additional charges will apply.
Any funds paid will be transferred to your new booking dates.

No refund can be given in the event of non-arrival, and any unused
services or unused nights due to flight/weather disruption.
We recommend that you protect yourself with appropriate
comprehensive travel insurance.

TERMS AND CONDITIONS:

Refund, if applicable, can take up to 14 working days to be processed.
Other alterations to booking details may result in a rate change due to
seasonal surcharge.

A non-refundable service fee will apply to all bookings when payment is
made by credit card (including where a 'credit' option is selected when
using a debit card). Service charge fee for American Express/Diners is
3.3% and Visa/Mastercard/PayPal is 1.25%.

One Kangaroo Island may, at its option, cancel any booking not paid in
full prior to arrival. Arrival and departure details, any special dietary
requirements and full names must be supplied no later than 30 days
prior to arrival. One stay date amendment, within 30 days of arrival is
allowed, utilising the prepaid amount. The new booking must be for
stay within 12 months of original arrival date, or amount prepaid is
forfeited.

The prepayment amount is forfeited if the new booking is cancelled,
regardless of when the cancellation is advised.

Any additional charges accrued during your stay are to be paid on
check-out.

CHILDREN: The retreat, One KI does not accept children under the age
of 6 years at the time of stay, save for non-ambulant infants less than
12 months of age.

Travel by date means guests must checkout on the date specified
and does not include a stay on the night of the specified date.

The rates/cost does not include transfers, any touring options as
selected by guests, or the provision of lunch. Lunch can be supplied
at additional cost, subject to prior notice at least 7 days prior to the
date of stay.

One Kangaroo Island protects the privacy and confidentiality of
personal information.

All indoor areas of One Kangaroo Island are strictly non-smoking.
Smoking is permitted in outdoor areas of the property, away from
covered areas with respect for high fire danger days.

Pets may not be brought onto One Kangaroo Island with the
exception of guide dogs.

Guests must comply with all rules, regulations and instructions at
One Kangaroo Island, including, but not limited to security proce-
dures, health and safety procedures and registration requirements.

One Kangaroo Island reserve the right to apply an additional
cleaning fee if the property requires additional cleaning and/or
deodorising than usual servicing. Should any items within the
property, or the property itself be damaged and/or missing during
the stay, the full cost of replacement or repair will be passed on to
the booking guest.

Only guests booked and registered are allowed onto the property,
unless permission is given in writing by One Kangaroo Island,
which permission must be sought in writing prior to arrival.

The booked property is to be used for the exclusive use of the
booking advised guests and is not to be utilised for parties or events.

One Kangaroo Island shall be entitled to refuse a guest entry or
accommodation or to require a guest to leave the premises if
unreasonable behaviour is displayed, be it threatening or abusive,
causing disturbance to other guests or otherwise unacceptable.

One Kangaroo Island will not accept liability for loss or damage to
any guest items and One Kangaroo Island strongly recommends
all guests take out comprehensive travel insurance.