

ONEKANGAROOISLAND

CANCELLATION POLICY, TERMS & CONDITIONS

All rates are in Australian dollars and valid from 1 April 2020 to 31 March 2023. All prices are subject to availability, seasonal surcharges and minimum two nights stays.

To confirm a booking a 50% deposit is due at time of confirmation. The final balance 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:

These terms and conditions are applicable to all guests booking directly with One Kangaroo Island (Australia) including the properties One KI and Walcowrie.

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:

Rates are subject to change without notice. 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%.

All bookings require full advance payment, and will not be confirmed until receipt of such payment. Such amounts may be forfeited in the event of cancellation, amendment or failure to check in on the specified date, in accordance with the terms shown below.

One Kangaroo Island may, at its option, cancel any direct booking not paid in full prior to arrival. Arrival and departure details must be supplied no later than 7 days prior to arrival. One amendment within 30 days of arrival is allowed, utilising 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. Walcowrie is a family friendly property, open to all ages.

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.

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 procedures, 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. In the event that a non-registered person stays at either property, without the written approval of One Kangaroo Island, then One Kangaroo Island will be permitted to cancel the booking forthwith and/or apply additional surcharges, in its discretion.

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.

Guests acknowledge at the time of booking that as at 1 April 2020, access to Walcowrie is by way of stairs.