

ONEKANGAROOISLAND

WALCOWRIE (HOSTED) DIRECT CANCELLATION POLICY, TERMS & CONDITIONS

All rates are in Australian dollars and valid from 1 April 2025 to 31 March 2026. All prices are subject to availability, seasonal surcharges and minimum two (2) night stays.

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

BOOKING DEPOSIT

To confirm a booking, a 50% deposit is due at time of confirmation. The final balance will be due 30 days prior to scheduled arrival date.

CANCELLATION POLICY

These terms and conditions are applicable to all guests booking hosted direct accommodation at Walcowrie.

CANCELLATION FEES LOW SEASON (1 MAR - 30 NOV)

- Outside 60 days: no cancellation fees
- 31-60 days: deposit forfeited
- 21-30 days: 50% cancellation fees
- 0-20 days: 100% cancellation fee

CANCELLATION FEES HIGH SEASON (1 DEC - 28 FEB)

- Outside 60 days: no cancellation fees
- 31-60 days: deposit forfeited
- 0-30 days: 100% cancellation fee

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.

Any additional charges accrued during the guest's stay are to be paid on check-out.

CHILDREN

The retreat, Walcowrie, is a family friendly property, open to all ages. Should cots or high chairs be required, One Kangaroo Island requires notification seven (7) days prior to arrival.

MISCELLANEOUS

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 or any touring options as selected by guests.

The fridge and pantry contain provisions for a grazing lunch, in the event that guests are not touring.

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

All indoor areas of Walcowrie are strictly non-smoking.

Pets may not be brought onto Walcowrie, with the exception of guide dogs.

Guests are not permitted to feed the wildlife.

Guests must comply with all rules, regulations and instructions at Walcowrie, 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 Walcowrie, 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.