

BAYVIEW WATERS – Waterfront Apartments

Cancellation Policy

HOLIDAY LETTING

Bayview Waters, 22 Jennifer Avenue, Runaway Bay adopts the following practice when dealing with cancellation of a holiday booking:

HIGH SEASON

- If the booking is cancelled 28 days or more prior to the planned date of arrival, there will be a full refund less an administration fee of \$30.00.
- If the booking is cancelled less than 28 days prior to the planned arrival date, there will be no refund unless and until the premises are re-let for the total period of the original booking. An administration fee of \$30.00 will be deducted from the deposit held before the remainder is refunded.

MID & LOW SEASON

- If the booking is cancelled 14 days or more prior to the planned date of arrival, there will be a full refund less an administration fee of \$30.00
- If the booking is cancelled less than 14 days prior to the planned arrival date, there will be no refund unless and until the premises are re-let for the total period of the original booking. An administration fee of \$30.00 will be deducted from the deposit held before the remainder is refunded.

SHORT NOTICE BOOKINGS

- Where a booking is made less than 14 days prior to the planned arrival date, there will be no refund unless and until the premises are re-let for the total period of the original booking. An administration fee of \$30.00 will be deducted from the deposit held before the remainder is refunded.

CONFIRMED BOOKINGS

- A booking that has not been confirmed by a deposit being paid is not guaranteed.
- A deposit of \$100.00 (or \$200.00) will confirm a one-week booking during mid and low seasons.
- A deposit of \$200 (or \$400) will confirm a one-week booking in high season.
- The balance of the tariff is due on arrival (or such other time as stated).
- The administration fee covers the cost of processing the booking, receipting and banking the money, cancelling the booking from the system, drawing the refund cheque, mailing the refund cheque with a covering letter and meeting bank charges.

EVICTON POLICY

- There will be no refund due if guests are asked to leave the premises due to contravening body corporate by-laws and one written warning notice has been given.