



Cancellation Terms

As of Dec 2024.

Waratah Stays Cancellation Policy

Standard Cancellation Terms

Waratah Stays maintains a structured refund system based on the timing of cancellation. For standard bookings, the following terms apply:

Seven or More Days Prior to Check-In

Guests who cancel at least seven days before their scheduled arrival will receive a complete refund of their payment, including the security bond and accommodation fees.

Less Than Seven Days Prior to Check-In

Cancellations made within seven days of the scheduled arrival date will result in a 50% refund of the total booking amount. This reflects our commitment to fair compensation while acknowledging the challenges of late rebooking.

Non-Refundable Components

Certain fees, including cleaning services and additional guest charges, are non-refundable after booking confirmation. These fees cover pre-arranged services and administrative costs.

Host-Initiated Cancellations

In the rare event that Waratah Stays must cancel a confirmed reservation, we ensure guest protection through the following measures:

- Immediate processing of a complete refund for all fees paid
- Assistance in finding alternative accommodation where possible
- Priority booking status for future reservations

Extraordinary Circumstances

We recognize that unforeseen events may impact travel plans. Full refunds or booking credits may be available for cancellations due to:

Qualifying Events

- Government-mandated travel restrictions
- Declared public health emergencies
- Natural disasters affecting the property or travel routes
- Civil unrest or security advisories
- Medical emergencies (documentation required)

Each situation is evaluated individually, considering timing, documentation, and impact severity.

Reservation Modifications

Our modification policy ensures flexibility while maintaining operational efficiency:

Process Requirements

- All modification requests must be submitted in writing via email
- Changes require mutual agreement between guests and Waratah Stays
- Modifications are subject to availability and seasonal rate adjustments
- A processing fee may apply for date changes

Cancellation Procedure

To initiate a cancellation, guests must:

1. Submit a formal cancellation request via email to [email address]
2. Include booking reference number and cancellation reason
3. Attach any relevant supporting documentation
4. Receive written confirmation of the cancellation

Refund Processing

- Approved refunds are processed within 5-10 business days
- Funds are returned to the original payment method
- Transaction fees may be deducted from refund amounts

Guest Obligations

We expect guests to:

- Review this cancellation policy before confirming reservations
- Provide prompt notification of intended cancellations
- Submit accurate and complete information for refund processing
- Maintain records of all correspondence regarding cancellations

Policy Administration

Waratah Stays maintains authority to:

- Request verification of claims for extraordinary circumstance cancellations
- Make exceptions to standard policy terms when warranted
- Update policy terms with appropriate notice

- Make final determinations on policy interpretation

Policy Updates and Governance

This policy is subject to periodic review and update. All bookings are governed by the policy version in effect at the time of reservation confirmation. The current policy version is always available on our website, with the effective date clearly displayed.

For questions or clarification about this policy, please contact our customer service team.

Bespoke, refined, pet-friendly accomodation.

www.waratahstays.com.au