



PAYMENT & CANCELLATION POLICY

In these Terms and Conditions:

- “Booking” means a reservation of the Property for a particular period.
- “Property” means Basalt Luxury Accommodation and all its fixtures, fittings, and equipment and the land upon which the accommodation is situated.
- “Us/We/Our” means the managers and/or owners of the Property.
- "You/Your/Guests" means the person/s who are permitted to stay in the Property pursuant to the Booking.

Please take the time to read these terms and conditions before Booking a stay at the Property.

All Bookings made are subject to these terms and conditions and You are deemed to have accepted these terms and conditions when you made Your Booking.

Payment Policy

1. Full payment will be taken at the time of Booking. A 2% credit card processing fee is added to the total.
2. Bookings may only be transferred to another Guest with Our prior written approval.
3. All Bookings are subject to availability at time of Booking.

Cancellation Policy

1. If You need to cancel your Booking the following conditions apply:
 - More than 30 days notice = Refund or credit provided
 - More than 14 days notice = Credit provided.
 - Less than 14 days notice = No refund or credit provided.
2. If You need to cancel or vary Your Booking (including transfer of Booking to another Guest) please email us immediately on stay@basaltorange.com.au
3. Eligible refunds will be processed through the payment method used at the time of Your Booking.
4. If We are forced to close due to government travel bans or government directives (including pandemics, natural disasters such as bush fires etc) which impact your Booking with Us, You will be issued a full credit to use at a future date.