



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.

Bookings & Cancellations 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.

If You wish to vary or cancel Your Booking, please contact Us immediately by emailing Us on stay@basaltorange.com.au

1. If You need to cancel your Booking the following conditions apply:
 - More than 30 days notice = Full refund or credit provided.
 - Less than 14 days notice = No refund or credit provided.
 - If You cancel Your Booking between these two timeframes, You will receive a full refund if We are able to rebook your studio for Your dates. If we are unable to You will receive a 50% credit to put towards a new Booking subject to availability.
2. If You need to vary Your Booking (including transfer of Booking to another Guest) the following conditions apply:
 - more than 14 days notice in writing = variations permitted subject to min. night policy and availability.
 - less than 14 days notice = variations not permitted.

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.