

Harbourview House

Deposits

A deposit is required to secure each reservation, a deposit equal to the first night's accommodation must be paid at the time of making the reservation. Reservations will not be guaranteed without a deposit. We accept Visa and MasterCard for online and phone bookings and Cheques for phone bookings only.

Final payment dates for bookings vary by season

- High/Peak season: Final payment due 30 days prior to arrival
- Mid and Low season: Final payment due on arrival

Payment Options

Credit Card: Is accepted for online bookings and phone bookings. Please note payments made by Credit Card will include a bank surcharge.

Cheques: Will be accepted if received more than 4 weeks prior to arrival.

Cancellation/ Refund/ Booking Policy

When you cancel your booking, fees may be charged under the following circumstances, which vary by season:

- **Cancellations due to COVID travel restrictions will be 100% refundable**
- **High/Peak season:** Cancellations within prior to 30 days of arrival will incur a cancellation fee equal to the first nights' accommodation. Cancellation within 7 days of arrival will incur a 50% of booking total charge unless the accommodation can be rebooked.
- **Mid season:** Cancellations within 48 hours of arrival will incur a cancellation fee equal to the first night's accommodation
- **Low season:** free cancellation within 24 hours of arrival

Credits:

- Credits can only be taken on direct bookings and excludes any bookings via online travel agents (Expedia, Wotif, Booking.com, Airbnb etc.)
- Monies paid against a booking that has been cancelled as per the cancellation terms can be held in credit for a future booking.
- Credits are valid for 12 months from the date a booking was cancelled.

- Credits may be refundable for up to 12 months, if a refund was applicable at time of cancellation. After this point any monies paid are forfeited.

CANCELLATION/REFUND/BOOKING POLICY

All cancellations and/or refund requests must be provided in writing.

In the instance of a part-cancellation, the manager reserves the right to adjust any tariff that had been previously agreed upon based on the renewed number of bookings or total guest numbers.

Please Note: This policy does not apply after the booking has commenced.