

定金 & 取消政策条款

有效期: 2021 年 4 月 1 日 - 2022 年 3 月 31 日

FIT 预定

1 - 5 间房间，预定时需要提供姓名，更改客人名单将收取费用。

定金 & 付款

- 预定时支付 100% 的费用。

取消 & 更改

- 入住前 14 天之外，免费取消或更改。
- 入住前 8 - 14 天内取消或更改，按合同价收取订单全额 20% 违约金。
- 入住前 7 天内取消或更改，客人没出现或提前离开，按合同价收取全额费用。

节假日政策 (2021. 12. 22 - 2022. 1. 9)

- 预定时支付 100% 的费用。
- 2021. 10. 31 前取消或更改，即使部分入住期属节假日，按合同价收取订单全额 20% 违约金。
- 2021. 11. 1 日起取消或更改，客人没出现或提前离开，即使部分入住期属节假日，按合同价收取全额费用。

中国新年政策 (2022. 1. 25 - 2022. 2. 8)

- 入住前 21 天或以外取消或更改，即使部分入住期属新年，按合同价收取订单全额 20% 违约金。
- 入住前 14 天内取消或更改，客人没出现或提前离开，即使部分入住期属新年，按合同价收取全额费用。

GIT 团队

6 - 19 间房间，预定时不需要提供客人名单。

定金 & 付款

- 预定 14 天内支付订单全额 20% 定金。
- 入住 28 天前支付取全额房费。

取消 & 更改

- 淡季 - 非澳大利亚学校假期
 - 入住前 21 天内取消或更改，按合同价收取订单全额 20% 违约金。
 - 入住前 14 天内取消或更改，客人没出现或提前离开，按合同价收取全额费用。
- 旺季 - 澳大利亚学校假期
 - 入住前 28 天内取消或更改，按合同价收取订单全额 20% 违约金。
 - 入住前 21 天内取消或更改，客人没出现或提前离开，按合同价收取全额费用。
- 特殊情况 - 其他会议等团队
 - 入住前 60 天内取消或更改，按合同价收取订单全额 20% 违约金。
 - 入住前 42 天内取消或更改，客人没出现或提前离开，按合同价收取全额费用。

* 某些日期可能会要求最短入住天数

* 具体政策请参照预定时给到的具体时间

Deposit & Cancellation Policy

Validity: 1st April 2021 to 31st March 2022

FIT Bookings

1 to 5 rooms, Names upon booking, Name change chargeable.

Deposit & Payment

- 100% full payment is required at time of booking.

Cancellation

- Cancellations or amendments received outside of 14 days prior to arrival will not incur a cancellation fee.
- Cancellations or amendments received within 8 - 14 days of arrival will be subject to a cancellation fee of 20% of the total booking value at the contracted rate.
- Cancellations or amendments received within 7 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value at the contracted rate. i.e.: penalty will equal total booking value.

Festive Season Deposit & Payment Policy (booking incorporating 22 December 2021 – 9 January 2022)

- 100% full payment is required at time of booking.
- Cancellations or amendments received up to and including 31 October 2021 will be subject to a cancellation fee of 20% of the total booking value at the contracted rate, regardless of whether booking dates partially fall in Festive Season.
- Cancellations or amendments received from 1 November 2021, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value at the contracted rate. ie: penalty will equal the total booking value, regardless of whether booking dates partially fall in Festive Season.

Chinese New Year Cancellation/Amendment Policy (bookings incorporating 25 January – 8 February 2022)

- Cancellations or amendments received up to and including 21 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value at the contracted rate, regardless of whether booking dates partially fall in Chinese New Year.
- Cancellations or amendments received from within 14 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value at the contracted rate. ie: penalty will equal the total booking value, regardless of whether booking dates partially fall in Chinese New Year.

GIT Bookings

6 to 19 rooms, Names not required upon booking.

Deposit & Payment

- A deposit of 20% of the booking value is due within 14 days of confirming a group booking
- Full payment is required no later than 28 days prior to check-in

Cancellation

- **Low Season – Basically during non Australian school holiday**
 - Cancellations or amendments received up to and including 21 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
 - Cancellations or amendments received from within 14 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.
- **High Season – Basically during Australian school holiday**
 - Cancellations or amendments received up to and including 28 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
 - Cancellations or amendments received from within 21 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.
- **Special - Other conferencing group booked and confirmed**
 - Cancellations or amendments received up to and including 60 days prior to arrival will be subject to a cancellation fee of 20% of the total booking value.
 - Cancellations or amendments received from within 42 days of arrival, 'No Shows' and or 'Early Departures' will be subject to a cancellation fee of 100% of the total booking value.

* Please note minimum length of stay restrictions may apply.

*Separate policy will be advised upon booking process.