

## **Deposit and Cancellation Policy**

**“Short term rentals”** include any rental period of less than or equal to 7 days.

**“Medium term rentals”** include any rental period of greater than 7 days but not more than 28 days.

**“Long term rentals”** include any rental period greater than 28 days (including periods greater than 28 days even if there is a short break of less than 7 days during the stay).

**“Total booking tariff”** means the total amount owed for the total length of the booking.

**“Planned arrival date”** means 2pm on the day the tenant has booked to arrive.

**“Cancellation”** refers to bookings cancelled prior to arrival or during the booking period.

### **Short Term Rentals**

Credit card details and/or a 1 night's deposit will be required (at the discretion of Bunya Vista management).

The following fees apply for cancellation. If the booking is cancelled:

- more than 14 days before the planned arrival date – full refund of deposit.
- more than 48 hours but less than or equal to 14 days from the planned arrival date – an administration fee of \$50 will be charged/deducted.
- less than or equal to 48 hours from the planned arrival date – forfeiture of the total deposit (i.e. 1 night's accommodation will be charged).

### **Medium Term Rentals**

A deposit of 10% of the total booking tariff or one week's accommodation will be required (at the discretion of Bunya Vista management).

The following fees apply for cancellation. If the booking is cancelled:

- more than 28 days before the planned arrival date – full refund of deposit but a \$50.00 administration fee will be charged/deducted.
- more than 7 days but less than 28 days before the planned arrival date – 50% of the deposit is forfeited.
- less than 7 days from the planned arrival date – forfeiture of the total deposit .

### **Long Term Rentals**

A deposit of 10% of the total booking tariff or one week's accommodation will be required (at the discretion of Bunya Vista management).

The following fees apply for cancellation. If the booking is cancelled:

- more than 28 days before the planned arrival date – full refund but a \$50.00 administration fee will be charged/deducted.
- more than 14 days but less than 28 days before the planned arrival date – 50% of the deposit is forfeited.
- less than 14 days from the planned arrival date – forfeiture of the total deposit

### **Late check-ins, early check-outs, and no-shows may initiate liability for the full amount of the total booking tariff.**

Bunya Vista management reserves the right to modify this policy with 48 hours notice. Bunya Vista management reserves the right to waive these fees if, in the opinion of management, exceptional circumstances apply or the premises are relet for the total period of the original booking, in which case a \$50 administration fee only will be charged. A Tenancy Agreement or Lease may be prepared for bookings of greater than 3 months at the discretion of management.

If credit card details are held in lieu of a deposit, the account will be debited for the relevant amount as shown above.

*Please note that cancellation fees are necessary to compensate the provider for the holding of a reservation in good faith, and the consequent refusal of subsequent booking requests. Should you have any questions please do not hesitate to contact us – we would much rather discuss any concerns with you so as to avoid disappointment for both parties!*

**It is a condition of booking with Bunya Vista that you agree to the above conditions. Please contact Bunya Vista management should you have any questions or concerns. Thank you.**