

1. Cancellation & Booking Changes

- Guests have the option to either:
 - **Pay the full booking amount** at the time of reservation, **or**
 - Pay a **30% non-refundable deposit** to secure the booking, with the balance due later.
 - **Full payment is due 45 days prior to arrival.**
- If guests are unable to attend their original booking date, they may **reschedule their stay** to a future date, subject to availability.
- Date changes must be **requested at least 14 days prior** to the original check-in date. Requests made within 14 days of check-in may not be accommodated.
- A **rescheduling fee of \$50** applies per change to cover administrative costs.

2. Cancellation Fees

- **Cancellations made 30 days or more prior to arrival:** The 30% deposit is **non-refundable** and will be forfeited.
- **Cancellations made within 30 days of arrival:** **100% of the total booking amount** is retained.

3. No-Shows & Early Departures

- Failure to arrive on the scheduled check-in date without prior notice will result in the booking being forfeited, with no option for rescheduling.
- No refunds or credits are offered for **early departures**.

4. Force Majeure & Unforeseen Circumstances

- In the event of government-mandated travel restrictions, bushfires, or extreme weather conditions making access to Wollemi Ridge Retreats unsafe, guests may **reschedule their stay** without penalty.
- Any reschedule due to force majeure must be used within **12 months** from the original booking date.

5. Booking Confirmation & Payment

- A **30% non-refundable deposit** is required if you choose not to pay in full upfront.
- If the deposit option is selected, the **remaining balance must be paid in full 45 days prior** to arrival.
- By confirming your booking, you agree to our **non-refundable policy** and accept the terms outlined in this cancellation policy.

6. Guest Ability & Scheduled Activities

- Guests are responsible for assessing their own fitness level and medical conditions before participating in scheduled retreat activities.
- If a guest is unable to participate in certain activities due to their fitness level or an undisclosed medical condition, no refund or compensation will be provided.

- Guests must inform us in advance of any concerns regarding their ability to participate in scheduled activities.

7. Travel Insurance

- We strongly recommend purchasing **comprehensive travel insurance** to cover any unexpected changes to your travel plans, including personal emergencies, illness, or unforeseen disruptions.

For any booking amendments or inquiries, please contact us at [insert contact details].