

Payment Terms and Cancellation Policy

The following payments apply for this booking:

Deposit:

50% due within 24 hours of booking being accepted.

Balance:

50% due at least 7 days before your stay commences.

Payment of deposit:

Once we accept your booking a deposit must be paid AND received by us in order to secure the booking.

Your booking will be confirmed upon receipt by us of the deposit.

Failure to pay the deposit in time may result in your booking being cancelled and the property being made available to others.

Should we cancel a booking of yours due to non or late payment of a deposit then any deposit received by us from you will be refunded in full.

Late payments: The balance due must be received on or before its due date. If your payment fails to reach us by the due date we may choose to cancel your booking with or without notice to you, and make the property available to others. Cancellation charges apply (see below).

Cancellation policy

If for any reason you choose to cancel a booking please let us know as soon as possible.

There are two ways we deal with such cancellations.

1. Once we hear you want to cancel, we take your booking off Bookabach immediately. If someone takes your place, we will refund your deposit, less a \$200 fee for processing your cancellation.
2. If someone does not take your place, you forfeit all of your 50% deposit.

In either case, we'll inform you after the date you have booked whether we are applying (1) or (2) above.

Should WE cancel the booking due to YOUR NON-PAYMENT:

Should any of your payments fail to reach us by their due date we have the right to cancel the booking with or without providing you with notice. Under these circumstances our standard cancellation charges apply.

Cancellation by Owner/Manager

If, due to circumstances beyond our control, the property becomes unavailable or unfit for use, we will notify you as soon as possible and refund all the money you have paid in full.

Security

We have security cameras operating on the property to protect our guests. e.g. if the party renting the property are all away at the beach (for example), and the place is burgled (which has not happened yet, thankfully :) , our security company would be able to review and retrieve video footage of such an event. As such this would make it more likely that we'd be able to retrieve anything stolen and prosecute the offenders. The fact that the cameras are there is a strong deterrent to would be burglars. These cameras are running 24/7. They are 'monitored' randomly for roughly 1% of the time in a day i.e. no human being is 'watching' 24/7. Hotels, motels, and many shops have similar security cameras which are monitored in the same way. Sound is recorded as well as video. This being said, no one at any time is listening in to conversation. The sound can only be heard when footage is played back i.e. it's not being recorded in real time.