

### **Cancellation and Fee Policy**

All riders should be provided with the opportunity to ride at Gap Creek Moto. No-shows and cancellations are not only an inconvenience to our business but to other patrons as well. Please be aware of our policy regarding missed/cancelled bookings.

#### ***Booking Cancellation***

When you book online, you are holding a space in the numbers for the weekend which is no longer available to other customers. To be respectful to your fellow patrons, you are required to provide 24 hours' notice before cancelling. By doing this you give us the opportunity to fill your spot.

Bookings are in high demand, and your advanced notice will allow another customer to book. Your account will receive a full credit if you give 24 hours or more notice.

\*\* During peak times which include long weekends, Easter, New Year's etc a minimum of 7 days' notice is required for camping bookings.

#### ***How to Cancel Your Booking***

Cancellation can only be completed via text to 0427 666 224 or email to [info@gapcreekmoto.com](mailto:info@gapcreekmoto.com)

#### ***Late Cancellations/No Shows***

A cancellation is considered late when the booking is cancelled less than 12hrs before the day\*\*. A no-show is when a customer does not advise they are no longer attending.

\*\* During peak times, less than 7 days' notice is considered late for camping bookings.

If you cancel anytime between 12 – 23hrs before the booking, the following fees are applicable:

- Camping: 50% of full booking

If you have a late cancellation, the following fees are applicable:

- Camping: 75% of full booking

If you have a late peak time cancellation, the following fees are applicable:

- Camping: 100% of full booking

If you are a no-show, the following fees are applicable:

- Day Visit: 100% of full booking
- Camping: 100% of full booking

If you have paid the full amount, we will credit the percentage remaining for use however will keep the remaining amount. If you have only paid a small portion, you will need to pay the outstanding percentage.

Please note that these fees are only in place as we cannot fill the spaces in such a short amount of time and lose out because not only do customers miss opportunities to come but we lose business for that weekend and the fees gathered.

***Weather Cancellations***

If Gap Creek Moto closes due to weather (i.e. rain, fires etc.) all accounts will be credited. Refunds will only occur if the party is outside of the nominated area.

\*Refunds only occur in the most extenuating circumstances.

***Credits***

A credit can only be issued by a staff member in other extenuating circumstances. The staff member is given the right to make the decision as to whether any reasoning qualifies for the credit.

***Editing a Booking on Arrival***

Please note that if you edit your booking on arrival, there will be an admin processing fee imposed of \$10.00

***Refunds***

Refunds are only granted if the following is applicable:

- When the person that purchased the ticket lives South of Tweed Heads, North of Noosa and West of Toowoomba. There are no exceptions.
- A refund is only granted in exceptional circumstances. It is at the discretion of staff to decide whether the circumstance warrants a credit or refund.

Leaving early because your bike broke down is not grounds for a refund, please make sure your equipment is in good working order before making the trip.