

## **Cancellation and Prepayment Policy**

Prepayment policy as listed here is relevant for our own "in house" booking system. With other booking channels there should be a cancellation policy applied that may be identical but may be modified, due to a different set of booking conditions. At our website the policy is that normally the first night's tariff will be charged in advance, with the remainder required after arrival. In the event of a cancellation, the deposit will be refunded up until 48 hours prior to arrival, with a small administration fee of \$5 deducted from the refund. This policy is nominally to cover the cost of a refund that involves use of a credit card payment. It will apply unless otherwise stated in the case of a "Special Deal" where a different policy may be included in the conditions of that actual deal. If the cancellation is received less than 48 hours prior to arrival then the cost of the first night will not be refunded unless there are special circumstances that apply.

For any further queries related to cancellation of any booking at Casa Favilla, please send a friendly email to [relax@casafavilla.com.au](mailto:relax@casafavilla.com.au) and we will then respond to your query at our earliest practical opportunity.

If the guest fails to show without having cancelled then there will be no refund.