

Booking terms

Welcome to Baywatch Retreat Thank you for booking with us. For your booking you agree to the following terms and conditions.

Booking and Payment:

- Non-refundable 50% Deposit payment is required to confirm your booking - exceptions apply.
- Non-refundable remaining 50% is paid at 9.30am on the scheduled day of arrival - exceptions apply.
- Free cancellation is available until 14 days before the scheduled arrival date.
- Cancellations made within 14 days of the scheduled arrival date will incur charges for the full reservation period.
- Failure to arrive (no-show) will result in no refund being issued.
- Payments can be made via Visa, MasterCard, or other approved methods.
- Credit Card Surcharge may apply.
- For non-refundable rates, payment is required at the time of booking.
- A valid credit card is required at check-in for incidentals.
- Pre-authorise guests' credit cards after free cancellation

Check-In and Check-Out:

- Check-in: 2:00 PM – 3:30 PM.
- Check-out: By 10:30 AM.
- Early or Late check-in or late check-out may be available upon request, subject to availability, and may incur additional charges.
- Reception is open from 9.00 AM – 4.00 PM.
- Reception is located on the right hand side of the building.

Other General Terms and Conditions

- **Parking:** Limited free parking is available onsite.
- **Pets:** Pets are not allowed, except for certified service animals, pre approval is required.
- **Environmental Commitment:** We are committed to sustainability. Guests are encouraged to conserve water and energy, recycle, and adhere to eco-friendly practices.
- **Liability:** Baywatch Retreat is not liable for personal injury, loss, or damage to personal belongings during your stay.
- **Other Booking Channel Terms and Conditions:** In the event of any discrepancies between these terms and conditions and those provided by other booking channels, the terms and conditions outlined here will take precedence.

Cancellation and Refund Policy

General Cancellation Policy:

- Deposit Refund is available for cancellations made 21 days before the scheduled arrival date.
- Cancellations made within 14 days of the scheduled arrival date will incur charges for the full reservation period.
- Failure to arrive (no-show) will result in no refund being issued.

Non-Refundable Bookings:

For No cancellations, modifications, or refund are permitted.

Booking Modifications:

- The change is made at least 7 days prior to the check-in date.
- The new booking is for the same or a higher price than the original reservation.
- The original reservation rooms must be available.
- The same booking conditions and room type are maintained.

Exceptions:

- Medical emergencies, family bereavement, or flight issues.
- Fees waived with valid proof.
- Please review all Terms & Conditions.

Contacts

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