

Booking Conditions

Booking and Deposit

A 40% deposit of the full fee is required to book. Payment of the deposit must be tendered within one week of the provisional booking in order for confirmation to be granted. In the event that a deposit is not received, your booking may be forfeit.

The remaining 60% of the overall fee must be submitted when you arrive at check-in with your pet.

A small bank charge of 1.5% may be incurred if payment is made by credit card, although there will be no extra charge for cash, cheque or savings.

Discounts

There are no discounts available during our peak periods.

Our off peak period is where a daily discount has already been applied.

Stays of 14 days or longer in the off peak period, may also qualify * for a further discount of 2 ½ %.

* Discount conditions include advance payment in full and your pet having been de-sexed and possessing an even temperament with a sociable and non-aggressive nature.

Whitsunday Pet Resort reserves the right to withdraw this offer at its own discretion, without notice or further explanation.

Final accommodation cost

Due to economic changes and fluctuating prices of the materials necessary for housing your very important pet, the amount that you are expected to pay upon check-in of your pet may differ from the rate advertised at the time of booking or inquiry. Rates of payment are subject to change without notice. Additional requirements and special request costs may also apply to your final accommodation costs.

Cancellations

If you wish to make a cancellation, please be advised that you will incur a cancellation fee, deducted from your refund (if eligible). Cancellation fees are neither refundable nor transferable.

The charge for cancellation directly corresponds with how much notice the company receives from the customer, as follows:

- 30 days or less – Cancellation fees and administration costs comprise the entire booking fee. The customer is not eligible for refund.
- 31-90 days (with notice provided in writing) – Cancellation will cost 50% of the full booking fee with 50% being refunded, less an administration cost of \$25.00 or 10% of the booking fee (whichever is greatest).
- 91 days or more (with notice provided in writing) - Cancellation will cost 20% of the full booking fee with 80% being refunded, less an administration cost of \$25.00 or 10% of the booking fee (whichever is greatest).

Out of Hours

Unfortunately, we cannot offer an out of hours service. We are bound by council law, which must be strictly adhered to. In addition, it is equally important to preserve the routine of our very important pets and ensure their comfort. New customers should allow at least 15 to 20 minutes prior to closing for check in of their very important pet and associated paper work.