



ACCOMMODATION & TRANSFER SERVICES

1. All accommodation and transfer services provided by Moreton Island Adventures Pty Ltd, trading as Castaways (**Castaways**), are subject to the terms and conditions below.

Cancellations

2. Castaways do not provide any refunds or partial redemptions at any time.
3. The following notice is required for cancellation of a booking:

If the customer provides:	they receive:
Less than 14 days' notice	100% cancellation fee
14 days' notice or more	A gift certificate minus 15% of the cost of the booking (less credit card fee and phone booking fee (as applicable)).
1 months' notice or more	A gift certificate minus 10% of the cost of the booking (less credit card fee and phone booking fee (as applicable)).

4. Gift certificates are valid for use for 12 months. When re-booking, any increase in rates will be payable by the customer at the time of booking. No refunds will be issued of any remaining monies after rebooking. Rebooking is subject to availability, and new bookings will be subject to new terms and conditions.

General

5. Castaways accepts no responsibility for any damage or theft of property during travel, or guests stay at Castaways. We recommend purchasing suitable travel insurance.
6. Extra guests are permitted in rooms providing that the room's capacity is not exceeded. If incorrect capacity has been booked, we cannot guarantee availability of additional rooms or beds, and any additional cost will be at the guest's expense.
7. In the event where the accommodation room has been either damaged, whether such damage is wilful or not, or left in an excessively untidy state, in the sole discretion of Castaways, the guest hereby authorises Castaways to enter a debit on the credit card provided for damage caused.