

# ROSEWOOD

KAURI CLIFFS

NORTHLAND

## Lodge Cancellation Policies

### ***The Spa***

Within 24 hours of treatment, a 100% cancellation fee will be charged

### ***Pink Beach BBQ***

Within 24 hours of booking, a 100% cancellation fee will be charged

## Transfer Cancellation Policies

### ***Private transfers***

Within 24 hours, a 100% cancellation fee will be charged

Within 48 hours, a 50% cancellation fee will be charged

If circumstances are beyond the guests control - cancellation fees may be waived

## Activity Cancellation Policies

### ***ATV Tours***

Bad weather call by operator, no charge

Within 30 days, a 25% cancellation fee will be charged

Within 7 days, a 50% cancellation fee will be charged

Within 72 hours, a 100% cancellation fee will be charged

### ***Land Based Fishing***

Within 48hrs before, a 50% cancellation fee will be charged

Within 24 hours, a 100% cancellation fee will be charged

### ***Surfing***

Within 7 or more days, a 15% charge applies

Within less than 7 days, a 50% charge applies

Within 24 hours, a 100% charge applies

### ***Horse Riding***

Within 48 hours, a 100% cancellation fee applies