



BENONE TOURIST COMPLEX

PROCEDURE FOR CANCELLATIONS AND REFUNDS

1. Customers are advised to have insurance cover in the event that they have to cancel their booking.
2. Written notification of cancellation must be received prior to refund conditions applying.
3. Refunds will apply as follows:

28 days prior to commencement of booking	full refund less 10% administration fee.
16 – 27 days prior to commencement of booking	75% refund less 10% administration fee * <i>or</i> credit towards a future booking within the current season.
8 – 15 days prior to commencement of booking	50% refund less 10% administration fee.
7 days or less	no refund, except in exceptional circumstances such as family death or serious illness (medical certification must be forwarded with refund request).
Failure to arrive without satisfactory explanation or written cancellation being received	no refund.

- * Credit terms will be accepted for one booking and will only apply to the current season. If full credit is not used on this booking, the customer will waive the right for refund of any remaining credit.