

The Club's Board has agreed to the reintroduction of a booking cancellation policy following several years of waiver due to the outbreak of COVID and State Government regulations implemented to deal with the outbreak. A new Booking Cancellation Policy will be introduced effective 1 January 2024. During 2023 the Board undertook a review of the previous and existing policy and agreed to make a number of changes to provide a fairer and clearer policy for members.

Approved medical cancellations will remain fully refundable, non-medical cancellations will be subject to a sliding penalty scale based on the timing a booking cancellation is received.

The following table sets out how cancellation penalties will be applied. This policy applies to both whole and partial booking cancellations.

<b>Days prior to date of booking</b>	<b>Applicable Penalty</b>
30 days or more	20% of refundable accommodation charge
8-29 days	45% of refundable accommodation charge
7 days or less*	75% of refundable accommodation charge
* Commenced bookings (ie. cancellation notification received after start date of booking)	100% of refundable accommodation charge
Medical reasons (certificate required)	No penalty
Special circumstances	No penalty

The booking system has been programmed to apply penalties based on the above timing of a received cancellation and subsequent adjustment. Cancellation email notifications with a cancellation charge and a new account balance due will be issued to members following a booking cancellation adjustment.

Hi Noon Board  
December 2023