



# Brookdale

## ONLINE BOOKING POLICY



- Bookings are essential and we require a 100% deposit on all online bookings.
- Payments are due upon making bookings.
- We require cell & landline numbers, as well as email addresses for all bookings.
- Additions or changes to bookings may not always be accommodated.
- In the case of a no show 50% of the deposit will be forfeited.
- In the case of a cancellation and the room not being resold:
  1. 50% of the deposit will be forfeited should the booking be cancelled 48 hours or less prior to the arrival date.
  2. 37.5% of the deposit will be forfeited should the booking be cancelled 48 hours to 7 days prior to the arrival date.
  3. 25% of the deposit will be forfeited should the booking be cancelled 7 to 14 days prior to the arrival date.
- Deposits for bookings cancelled, where the room is resold, will be held in full for a future booking or refunded to you. An admin fee of 5% will be charged on any refunds processed.
- Deposits for bookings cancelled 14 days and more prior to your arrival date will be held in full for a future booking or refunded to you. An admin fee of 5% will be charged on any refunds processed.

