# EFUND POLICY (GUEST ACCOMMODATION)

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BILL TO

**The Masked Rentals Pty Ltd**

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How much you get back, and how quickly, if plans change.

Plans change and we would rather you told us early than simply not arrived. This policy explains what happens when a short-stay booking is cancelled.

## 1. How to cancel

Use the private link in your confirmation email, or reply to that email. Your cancellation takes effect on the day we receive it, so cancel as soon as you know.

## 2. What is refunded

Free cancellation up to 7 days before check-in: everything you have paid is refunded. Cancelled at least 48 hours but less than 7 days before check-in: 50% of the deposit is refunded. Cancelled less than 48 hours before check-in: the deposit is not refunded. The percentages apply to the deposit only (the deposit percentage of the booking total, even if you paid in full); anything you have paid above the deposit is always refunded in full. If we have to cancel your booking, everything you have paid is refunded.

## 3. Why anything is retained

A cancelled stay close to the arrival date usually cannot be re-let, and we have already turned other guests away. The retained portion covers that lost income and the cost of preparing the place. If we do manage to re-let the dates at the same rate, tell us and we will review the retained amount in good faith.

## 4. How refunds are paid

Refunds go back to the account or card you paid from, normally within 3 to 7 working days of us processing them, though your bank may take longer. We will email you a refund confirmation showing exactly what was paid, what was retained, why, and what was refunded.

## 5. Changing dates instead

You can change your dates yourself, up to 7 days before check-in, using the private link in your confirmation email. Changes are subject to availability, and the new dates must meet the same minimum stay and guest limits as a new booking. The new dates are priced at the rates that apply to them: moving to a higher-rate period means paying the difference; moving to a lower-rate period does not create a refund. If nothing has been paid yet, the new price simply applies. Each booking can be changed online a limited number of times. Inside 7 days of check-in, or for any other change, please contact us and we will help where we can. If you move your booking to later dates and cancel afterwards, the refund is worked out from the earliest check-in date your booking has had.

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## 6. Shortened stays and no-shows

Leaving early does not create a refund for the unused nights. If you have not arrived and not contacted us by midday of the day after check-in, we may treat the booking as cancelled with no refund and re-let the place.

## 7. If we cancel

If we cancel a confirmed booking for any reason other than your breach of the booking terms, you get a full refund of everything paid, regardless of the tiers above.

## 8. Travel insurance

We strongly recommend travel insurance. It covers the reasons this policy cannot — illness, family emergencies, cancelled flights and the like.

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