

# **HAKULA LODGE Ltd**

## **Fish Tonga**

### **Whales in the Wild Tonga Ltd**

# **Cancellation Policy**

## **OUR POLICY ON DEPOSITS, FULL PAYMENT, CANCELLATIONS ETC.**

### **Deposits and Payments**

Booking Deposit Minimum of 20% of total value is required to secure a booking

Invoices will be sent if requested

Your booking will not be considered confirmed until we receive the booking deposit

### **Balance**

Full payment of the entire stay within 14 days **prior** to your arrival.

We may cancel your reservation should we not receive your full payment.

### **Bookings made inside of 14 days**

Full payment at the time of confirmation invoice from us.

### **Form of Payment**

Direct payment to our Westpac NZ or Australian accounts

Details will be provided at time deposit is required

Credit cards can be used but will attract a 5% additional charge

### **Booking Cancellations**

A Minimum of 20% Deposit must be received before it is considered a firm booking

Cancellations must be made in writing by Email and received by the company before any refunds will be processed.

Cancellation received 60 days or more ahead – Full refund less \$50 processing fee.

Cancellation received 31-59 days or more ahead – Refund Less 25% plus \$50 processing fee

Cancellation received 14-30 days or more ahead – Refund Less 50% plus \$50 processing fee

Cancellation received 14 days or less from arrival – No Refund

**Note:** - If flights have to be changed or canceled this will be also subject to Airline policies refund and or change of flights fees

### **Policy due to Flight disruption Bad weather & break downs**

If for any reason the accommodation, days fishing or Whale watching is cancelled we will do the following

1. No refund will be given if the client can't fish or do their whale watching days due to disruption of flights. We will however endeavor to re schedule their trips
2. In the event of bad weather no refund will be given how ever we will endeavor to reschedule their trip. it will be up to the skipper to decide if a trip will be continued or cancelled
3. in the event that a rescheduling cant be arranged PAX should look to their travel insurance for compensation
4. In the event of a break down we will endeavor to reschedule the trip or put them on a boat that would be similar, if that can not be achieved a full refund will be given
5. In the event of disruption of flights and accommodation unfulfilled we recommend clients have travel insurance.

**We recommend that you should obtain reliable travel insurance**