



Deposit and Cancellation Policy:

Deposit Policy:

To ensure a smooth check-in process, we kindly request the following upon arrival:

- A valid photo ID from the guest who is over 18 years old.
- The credit card of the guest whose name appears on the booking.

Payment for Different Booking Types:

1. Special Events, Long Weekends, and WA School Holiday Period Bookings:
 - The full cost of accommodation will be charged 7 days prior to arrival.
2. WA December – January School Holidays and Easter Holidays Bookings:
 - The full cost of accommodation will be charged 30 days prior to arrival.
3. All Other Bookings:
 - Full payment is due the date of arrival.

Cancellation Policy:

If you need to cancel your reservation, please inform us as soon as possible to avoid cancellation fees.

1. Special Events, Long Weekends, and WA School Holiday Period Bookings:
 - Cancellations require at least 7 days' notice to avoid a fee equal to the full cost of the accommodation.
2. WA December – January School Holidays and Easter Holidays Bookings:
 - Cancellations require at least 30 days' notice to avoid a fee equal to the full cost of the accommodation.
3. All Other Bookings Secured by Credit Card:
 - Non-arrival or cancellations made with less than 48 hours' notice will result in a charge for the full cost of the accommodation.

*COVID-19 is considered a known event and a foreseeable risk that you are accepting. Broadwater Resort strongly recommends guests purchase Holiday and Travel Insurance which covers cancellations as a result of the necessity of having to isolate due to COVID-19.

* Security Deposit: Upon arrival, we will need either a valid credit card or a \$300 cash deposit as a security deposit and key bond. Cash bonds will be refunded at checkout after a spot check of the accommodation.

* Group booking of 4 rooms or more, different terms and conditions may apply.