

## **SKYLINE QUEENSTOWN - CANCELLATION POLICY**

### **Cancellations outside the periods identified on the next page:**

Where the Buyer wishes to cancel a Booking/Event made with the Seller then the Buyer must immediately provide written notification to the Seller of its intention to cancel all or part of the Booking/Event.

#### *For Bookings of less than 10 pax:*

In the event the Buyer cancels all or part of the Booking/Event within **24 hours** prior to commencement of the Booking, the Seller reserves the right to charge the full cost of the booking and/or invoice the Buyer for any additional setup costs and/or projected loss of revenue incurred by the late cancellation.

#### *For Bookings of 10 pax or more:*

In the event the Buyer cancels all or part of the Booking/Event within **14 days** prior to commencement of the Booking, the Seller reserves the right to charge the full cost of the booking and/or invoice the Buyer for any additional setup costs and/or projected loss of revenue incurred by the late cancellation.

Changes to Booking numbers, inside of 14 days, will not incur any penalty where the adjustment in numbers is less than 20% of the original Booking—for example; a Booking for 20 people adjusted to 17 people will not incur a cancellation cost.

### **For all Bookings, 365 days of the year:**

In the event the Buyer does not show (i.e. “no show”) for a Booking/Event at the specified date and time, the Seller will invoice the Buyer for the full cost of the Booking/Event and retain the Buyer’s deposit if paid.

The Seller reserves the right to charge a cancellation fee of up to **10%** where a cancelled booking has been subject to an excessive level of administration as a result of numerous changes.

The Seller reserves the right to cancel a Booking/Event at any time. The Seller will endeavour to give the Buyer adequate notice of such a cancellation and where appropriate will assist the Buyer in sourcing alternative arrangements.

Where the Seller has cancelled the Booking/Event within the appropriate notice period the Seller will refund the deposit in full if paid.

## **Cancellation policy for Christmas Day and New Year's Eve bookings:**

### *For all Bookings:*

In the event the Buyer cancels all or part of the Booking/Event after the 20th December 2020, the Seller will invoice the Buyer for the full cost of the Booking/Event and retain the Buyer's deposit if paid.

In the event of a 'no show' the Seller will invoice the Buyer for the full cost of the Booking/ Event and retain the Buyer's deposit if paid.

The Seller reserves the right to charge a cancellation fee of up to 10% where a cancelled booking has been subject to an excessive level of administration as a result of numerous changes.

The Seller reserves the right to cancel a Booking/Event at any time. The Seller will endeavour to give the Buyer adequate notice of such a cancellation and where appropriate will assist the Buyer in sourcing alternative arrangements.

Where the Seller has cancelled the Booking/Event within the appropriate notice period the Seller will refund the deposit in full if paid.

## **Cancellation policy for bookings made for 26 December 2020 until 28 February 2021:**

### *For Bookings of less than 10 pax:*

In the event the Buyer cancels all or part of the Booking/Event within **24 hours** prior to commencement of the Booking, the Seller reserves the right to charge the full cost of the booking and/or invoice the Buyer for any additional setup costs and/or projected loss of revenue incurred by the late cancellation.

### *For Bookings of 10 pax or more:*

In the event the Buyer cancels all or part of the Booking/Event within **21 days** prior to commencement of the Booking, the Seller reserves the right to charge the full cost of the booking and/or invoice the Buyer for any additional setup costs and/or projected loss of revenue incurred by the late cancellation.

Changes to Booking numbers will not incur any penalty where the adjustment in numbers is less than 20% of the original Booking—for example; a Booking for 20 people adjusted to 17 people will not incur a cancellation cost.