

Cancellation Policy

Reservations

All Reservations must be confirmed in writing.

Cancellation Policy

The company reserves the right, In the event of any booking being cancelled by a guest, to charge a cancellation fee.

Cancellation prior to 30 days of arrival	No Charge
Cancellation prior to 14 days of arrival	50% of Total Cost
Cancellation 13 days or less of arrival	80% of Total Cost
Cancellation on day of Arrival	100% of Total Cost

TERMS AND CONDITIONS

Prices

Prices and Services are set out in Australian Dollars inclusive of 10% GST and are subject to withdrawal or change at any time without notice. Meals are as specified.

Children & Student Rates

Children and Student rates are effective 3-12 years of age. Infants under 3 years are FOC. Additional Bedding for Infants and Children Under 12 years, Child Rates apply.

Responsibilities

All bookings are accepted subject to conditions of carriage. Kangaroo Island Seafront has sought to ensure the information that is supplied is correct and the Kangaroo Island Seafront for any accident, delay, misdescription, failure to arrive, loss, injury or damage for services provided therein, can accept no responsibility or liability. Kangaroo Island Seafront reserves the right to cancel alter; amend bookings as necessitated by weather or operational conditions prevailing at the time.

This policy will be enforced at the discretion of the General Manager and will be influenced by the state market for that period, and the number of bookings that the Hotel has been denied due to holding the booking.



Travel Group

Amendment Fees

Due to the complexity, staff time and communications of the booking process, a charge of \$22 (incl GST) may apply to each modification made after the original booking.

Conditions of Ferry Passage

1. Check-in is a minimum of 30 minutes prior to departure. Due to loading requirements, The SeaLink Travel Group reserves the right to refuse boarding for both passengers and vehicles that check-in after this time.
2. The length and height dimensions of your vehicle must be provided at time of booking. At time of check-in, should the dimensions exceed that which was originally booked, a further charge will be made according to the specifications and no guarantee can be made that the vehicle will be catered for on your selected departure.
3. If your vehicle is 5.5m or greater in length and/or 2.2m in width and/or has a carrying capacity of over one tonne, it may be classified as freight. Please contact our freight department on (08) 8551 7234 for further information.
4. Only Drivers are permitted on the vehicle deck.
5. Drivers must accept direction by SeaLink Travel Group crew at all times during loading and unloading.
6. Smoking is prohibited on the vessel at all times.
7. Travel may only be permitted for a person or persons whose name(s) appear on the SeaLink Travel Group manifests. Travel arrangements may only be transferred to another person(s) with the knowledge and authority of the Company and the person who made the booking.
8. SeaLink Travel Group reserves the right to refuse to carry any person or cargo aboard any Company vessel or vehicle where the Company deems that person or cargo to be undesirable, unsuitable or dangerous.
9. Flammable liquids in portable containers will not be carried (eg. boat tanks, jerry cans, paints & thinners) unless arrangements have been made prior as loading may be required on a flammable / dangerous goods departure.
10. If you are travelling on a 'Spirit of Kangaroo Island' service you may be travelling with freight, which could include livestock or fuel. For more information, please contact the SeaLink Travel Group on 13 13 01.

Conditions of Travel & Booking

1. In these conditions "the Company" means SeaLink Travel Group, its servants and agents and "the passenger" means the passenger booked to travel. Travel must be completed within 12 months of payment. These conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Australia and any Australian State.
2. The Company reserves the right to cancel, vary this service in any way, or substitute any ferry or other means of transport without incurring any liability.
3. Fares, times, schedules and routes are subject to alteration, without prior notice, at the discretion of the Company
4. The Company shall not be liable for any loss or damage which may arise in the event of cancellation of this service or the abandonment of the service during the course thereof (should the Company or any of its servants or agents decide that such abandonment is necessary) or of any deviation or delay in any service arising from any cause whatsoever. In any such event the Company will not be liable in any way for consequential damage including, but not limited to, the cost of accommodation or for any alternative means of travel which may arise and any additional expense so arising shall be the liability of the passenger.
5. The Company accepts no responsibility for loss of, or damage to, any vehicle being carried for the passenger, or luggage, or for consequential damages arising there-from whether sustained during off-loading or transportation, and whether arising from negligence, malfunction of the vessel or other cause, except to the extent that the exclusion of such liability is prohibited by law.
6. The Company accepts no responsibility for any injury and/or death of a passenger travelling on this service whether caused by negligence, malfunction to the vessel or other cause except to the extent that exclusion of such liability is prohibited by law.
7. Kangaroo Island (KI) is a Ligurian Bee Sanctuary. Importing honey, pollen or other bee products is prohibited. A fine of up to \$10,000 may apply.
8. Biosecurity on Kangaroo Island - Please help protect Kangaroo Island and keep it safe from pests and diseases. Do not bring any bee or honey products, unwashed potatoes, vine cuttings, foxes or rabbits onto the island. Penalties may apply. Visit www.goodfoodkangarooisland.com