

Cancellation and Refund Policy

Guests may cancel their reservation up to 14 days prior to their scheduled arrival date without penalty. Guests should notify Kaiser Ridge - eco stay via booking engine, phone or email.

Cancellations made within 14 days of the scheduled arrival date will be subject to a \$50 cancellation fee. All monies paid minus the \$50 cancellation fee will be refunded within 7 days of the cancellation.

Kaiser Ridge - eco stay reserves the right to cancel bookings on catastrophic fire risk days as per our Be Bushfire Ready plan. If such a cancellation occurs guests will be notified by email and phone. A full refund or credit will be given at the guests choosing. Catastrophic fire danger days are only declared by the Country Fire Service (CFS) 1 to 2 days in advance, when weather conditions are forecast. If this situation effects your booking, Kaiser Ridge - eco stay management will reasonably assist with alternative accommodation arrangements. Guest safety is our main priority.

Guests are advised to review their reservation confirmation for the full terms and conditions.