



Brookdale Health Hydro

BOOKING POLICY

- Bookings are essential and we require a 50% deposit on normal* bookings and a 100% deposit on all special offer** bookings.
- Payments are due upon making bookings.
- We require cell & landline numbers, as well as email addresses for all bookings.
- If the deposit is not received by the stipulated date, the booking will be automatically cancelled.
- Additions or changes to bookings may not always be accommodated.
- In the case of a no show 100% of the deposit will be forfeited.
- In the case of a cancellation and the room not being resold:
 1. 100% of the deposit will be forfeited should the booking be cancelled 48 hours or less prior to the arrival date.
 2. 75% of the deposit will be forfeited should the booking be cancelled 48 hours to 7 days prior to the arrival date.
 3. 50% of the deposit will be forfeited should the booking be cancelled 7 to 14 days prior to the arrival date.
- Deposits for bookings cancelled, where the room is resold, will be held in full for a future booking or refunded to you. An admin fee of 10% will be charged on any refunds processed.
- Deposits for bookings cancelled 14 days and more prior to your arrival date will be held in full for a future booking or refunded to you. An admin fee of 10% will be charged on any refunds processed.

GIFT VOUCHERS

- Gift vouchers are only exchangeable for stays/treatments/products and may not be redeemed for cash.
- Gift vouchers are valid for three years from date of issue.
- Prices are inclusive of VAT and are subject to change.
- No cash change will be given.
- Please safeguard your gift voucher as it cannot be replaced or any value thereon redeemed if lost or stolen.
- In order to redeem the voucher it must be brought in.
- Gift vouchers purchased are non refundable.
- Gift vouchers shall be deemed to be redeemed at the time that confirmation of the booking is received.
- Once redeemed, if the booking is cancelled, Brookdale Health Hydro reserves the right to charge a cancellation penalty which will be levied as follows:
 - *50% / **100% of the booking price will be forfeited should the booking be cancelled 48 hours or less prior to the arrival date.
 - *25% / **75% of the booking price will be forfeited should the booking be cancelled 48 hours to 7 days prior to the arrival date.
 - *12.5% / **50% of the booking price will be forfeited should the booking be cancelled 7 to 14 days prior to the arrival date.

