

**Guarantee Policy :**

All reservations must be guaranteed with a valid credit card at time of booking. This does not constitute payment. To make alternative payment arrangements please contact the estate directly. Reservations over special event periods (eg Spring Carnival, Mothers Day, Easter Long Weekend, Christmas eve, Christmas Day, New Years Eve, Gazetted Public Holidays, but not limited to) will be charged in full at the point of reservation - deposits are non-refundable and non-transferable.

Rates are tax inclusive and subject to change. Selected enhancements are debited to your account on consumption, with the exception of advance purchase reservations.

All Bookings must include Individuals First Name, Last Name, valid personal email address and contact telephone number of the guest staying with the booking.

If any of the Information Required under the Guarantee is not provided. Your Booking will be cancelled with notice. It is your responsibility as a guest to ensure that the details within your booking are correct at the time of making the booking. Changes can be made after, as long as they fit within the cancellation policy.

**Early Bird Booking Policy:**

- Marnong Estate will from Time to time offer Advance Rate Purchasing. This will attract a "%" Discount on the normal Best Rate of the Day. This policy is a discount offered against a NO Cancellation / No Refund arrangement. Where once the booking is made. You Guarantee Final Payment.

**Payment Policy:**

All reservations for 1, 2 or 3 Night Stays will be Charged in full prior to arrival 14 days in advance of the booking date, and within the 14 day cancellation Policy. Using the Credit Card on File, unless you make alternative payment arrangements direct with the Resort. We require a \$100.00 pre authorisation to validate your credit card to cover any payments and /or any incidental charges for your stay. If you do not wish to use a credit card we will require pre payment for your stay and a \$100.00 deposit.

All reservations for more than 3 Nights Payable at time of Booking in full (Accommodation Only) So as to secure accommodation in advance. Based on Our early Bird Booking .

It is your responsibility to contact the estate to organise alternative payment arrangements if you do not wish to utilise the credit card provided. A surcharge of 1.75% will apply to all credit card payments.



If a booking for more than one room is made and you intend to pay by only one credit card. Then a credit card authorisation form is to be requested via [enquiry@marnongestate.com.au](mailto:enquiry@marnongestate.com.au) or call 1300 105 718 Due to privacy and security concerns for guests personal information. Any Bookings found not to follow this process may be cancelled with notice. |

**Third Party Booking Sites:**

All bookings made through third party websites eg Booking.com, Expedia.com and others. Are all subject to and bound by the Cancellation Policy, Reservation Policy, and Privacy Polices herein defined on the [www.marnongestate.com.au](http://www.marnongestate.com.au) website and its subsidiary properties. Please contact the resort if you have any queries [enquiry@marnongestate.com.au](mailto:enquiry@marnongestate.com.au)

**Cancellation Policy:**

Reservations must be cancelled prior to 2pm - 14 days before arrival to avoid cancellation penalties