

Mansfield Glamping Cancellation Policy

Introduction:

At Mansfield Glamping, we understand that plans can change. We aim to be as accommodating as possible, but due to the nature of our business, we have established the following cancellation policy. Please read it carefully before making a reservation.

1. Cancellations Made Up to 14 Days Before Your Stay:

Guests who cancel their reservation up to 14 days prior to their check-in date will receive a complete refund of the amount paid. (your full booking deposit will be refunded to you)

2. Cancellations Made Between 14 to 7 Days Before Your Stay:

Guests who cancel between 14 to 7 days before their check-in date will be refunded 50% of the total cost of their stay. (Mansfield Glamping will retain the booking deposit)

3. Cancellations Made Within 7 Days of Your Stay:

Guests who cancel within 7 days of their check-in date will be charged for their full stay. No refunds will be provided.

Payment Methods:

Guests can pay online using our secure online system.

The remaining balance can be paid upon arrival via cash or EFTPOS.

Special Circumstances:

We understand that sometimes unforeseen circumstances can arise. If you have a special situation that requires consideration, please contact us directly, and we will do our best to assist you.

No Shows:

Guests who do not arrive on their check-in date without prior notice will be charged the full amount of their reservation.

Modifications:

If you need to modify your reservation dates, please contact us as soon as possible. We will do our best to accommodate your request based on availability. However, modifications are not guaranteed and may be subject to additional charges.

We thank you for choosing Mansfield Glamping for your nature-based getaway. We request all our guests to be aware of and respect our cancellation policy. This ensures that we can continue to offer the best service and availability to all our guests. If you have any questions or concerns regarding this policy, please do not hesitate to contact us.

This policy is effective as of January 2023 Mansfield Glamping reserves the right to update or modify this policy at any time without prior notice.