

The Coast Motel Eden

Cancellation, Amendments & Refund Policy

Updated 15 January 2026

This policy operates in addition to your rights under the **Australian Consumer Law (ACL)**. Nothing in this policy is intended to exclude, restrict or modify any consumer guarantees that cannot be excluded under law.

Standard Cancellation

Cancellations made **14 days or more prior to the scheduled check-in date** are eligible for a full refund of monies paid, **less a \$100 administration fee**.

Late Cancellations

Where a booking is cancelled after the standard cancellation period:

- **14 to 7 days prior to check-in:** a cancellation fee of **50% of the total booking value** will apply
- **Less than 7 days prior to check-in:** a cancellation fee of **100% of the total booking value** will apply

These fees represent a genuine pre-estimate of loss incurred due to short-notice cancellations.

No-Shows & Early Departures

If a guest:

- fails to arrive on the scheduled check-in date (no-show), or
- departs prior to the scheduled check-out date without notice

the **full booking amount will be charged**, unless otherwise required under the Australian Consumer Law.

Circumstances Where Refunds Are Not Generally Provided

Refunds are not ordinarily available for:

- changes of mind

- adverse weather conditions
- travel disruptions unrelated to the accommodation
- events outside the control of The Coast Motel Eden (including natural disasters or government-imposed restrictions)

unless the Australian Consumer Law requires otherwise, for example where services cannot be provided with due care and skill or are not provided at all.

Where appropriate, management may offer a credit for a future stay instead of a cash refund.

Amendments to Bookings

Requests to change booking dates or room types are subject to availability and may incur a **\$50 amendment fee**.

Amendments requested **within 14 days of check-in** may be treated as a cancellation and subject to the applicable cancellation fees above.

Refund Processing

Where a refund is approved, it will be processed within **14 business days** using the original payment method.

Holding Deposits

In some circumstances, The Coast Motel Eden may agree to place a temporary hold on accommodation prior to confirmation.

- A **holding deposit** is required at the time the hold is made
- Deposit amounts range from **\$1,000 to the equivalent of one week's accommodation**, depending on the booking

Within **14 days prior to arrival**, the full balance of the booking will be invoiced and must be paid in advance.

- If cancelled **within 14 days of arrival**, the holding deposit will be forfeited
- If cancelled **more than 14 days prior to arrival**, the holding deposit will be refunded less a **\$100 administration fee**

Australian Consumer Law

This policy is subject to the **Australian Consumer Law**. Guests are entitled to a refund or remedy where required by law, including where services are not provided as agreed or are cancelled by the property.