

Accommodation Gift Voucher – Terms & Conditions

1. Validity Period

- Gift vouchers are valid for 12 months from the date of issue unless otherwise stated.
- Expired vouchers will not be accepted or extended.

2. Redemption

- Vouchers can only be redeemed by booking directly with the property
- The voucher number must be provided at the time of booking and presented at check-in.

3. Non-Refundable & Non-Transferable

- Vouchers are non-refundable and cannot be exchanged for cash, credit, or other services.
- Vouchers are not transferable to another person unless stated otherwise but must not be resold.

4. Booking Conditions

- All bookings made using a voucher are subject to availability.
- Blackout dates, peak periods, public holidays, or special events may apply unless otherwise noted.
- Additional charges may apply for upgrades or higher room categories.

5. Lost or Stolen Vouchers

- Lost, stolen, or damaged vouchers will not be replaced, refunded, or honoured without proof of purchase and at management's discretion.

6. Partial Use

- If the full value of the voucher is not used in one stay, the remaining value will:
 - Remain as credit until the voucher expiry date.

7. Extras & Incidentals

- Vouchers cover accommodation only unless stated on the voucher.
- Extras such as meals or additional services must be paid by the guest at checkout.

8. Cancellation Policy

- Standard cancellation policy applies to bookings made with a voucher.
- If the guest cancels within the penalty period or fails to arrive, the voucher will be voided.

9. Not Valid With Other Offers

- Vouchers cannot be used in conjunction with other promotions, discounts, or package deals unless approved by management.

10. Management Rights

- The property reserves the right to amend voucher terms at any time or refuse a voucher if fraud or misuse is suspected.