



Cancellation Policy

All cancellations must be received in writing from the customer. If a verbal cancellation is given prior to a written cancellation the terms of the cancellation policy will be applied to the written cancellation only. For the purposes of this document a written cancellation may include cancellation by email.

If Cancellation occurs greater than 45 days prior to the groups scheduled arrival date, no cancellation fee will apply.

If Cancellation occurs at less than or equal to 45 days but greater than 30 days prior to the groups scheduled arrival date, a cancellation fee per cancelled room will be applied to the total deposit received.

If Cancellation occurs at less than or equal to 30 days but greater than 14 days prior to the groups scheduled arrival date, a cancellation fee of 50% of the total accommodation per cancelled room will apply.

If Cancellation occurs less than or equal to 14 days prior to the groups scheduled arrival date, a cancellation fee of 100% of the total accommodation per cancelled room will apply.

Any rooms that depart early will not receive a refund for the unused accommodation.

If group members are cancelled off a group booking and the final number of apartments falls below 5 the booking will revert to a standard corporate booking subject to the terms and conditions of the individual Quest property.

No shows are considered as a cancellation and will be subject to a 100% cancellation fee per room for each no show.

Cancellation Fee Table

Days prior to Arrival	% Charged
>45 Days	0% per cancelled room
< or = 45 Days & > 30 Days	Deposit per cancelled room
< or = 30 Days & > 14 Days	50% per cancelled room
< or = 14 Days	100% per cancelled room