



QUAY CANCELLATION POLICY

Unfortunately our experience dictates that we must take this precaution.

For all bookings for 2012, we do require credit card details to be provided. We do not process a deposit, however should you need to cancel your reservation or reduce the numbers in your party, you must give at least 24 hrs notice. Failure to do so will incur a cancellation fee of \$165 per person cancelled. This price is subject to change without notice.

Failure to arrive for your booking will also incur a charge of \$165 per person.

All bookings made through a hotel concierge will need to complete a Hotels Terms and Conditions form. Please contact your concierge directly to complete this form.

For all group bookings of 6 or more people, a Terms and Conditions form must be completed and returned to us to secure your booking. This will be emailed to you when you make your booking.

All reservations made at Quay must be confirmed by phone at least 24 hrs prior to the booking. We will endeavour to contact you, however should we be unable to reach you, please call us to confirm your booking.

We reserve the right to cancel your unconfirmed booking at our discretion and without notice.