

BOOKING CANCELLATION TERMS

CANCELLATION NOTICE RECEIVED	POINTS	USER CHARGE PENALTY
30 days or more prior to confirmed check in date	Points used for the booking returned	User charge credited back to user charge account less 15% cancellation penalty.
29 to 14 days prior to check in	Points used for the booking returned	No User charge refund
13 days or less prior to check in	Points used for the booking forfeited	No User charge refund

IF YOU PURCHASED THE CANCELLATION PROTECTION OPTION (CPO) WITH YOUR BOOKING

You can cancel a booking up to 72 hours prior to the confirmed check in date and no penalties will apply;

Penalties will only apply if you cancel within 72 hours prior to the confirmed check in date;

Subject to IVC also receiving your cancellation request at least 72 hours prior to the check in date, your Points and User Charge will be credited back to your account for use at a later date, up to the original expiry date.

WITH THE CANCELLATION PROTECTION OPTION		
CANCELLATION NOTICE RECEIVED	POINTS	USER CHARGE
72 prior to confirmed check in date	Points used for the booking returned	Total User charge credited back to user charge account
Less than 72 hours prior to confirmed check in date	Points used for the booking forfeited	No User charge refund

What is the Cancellation Protection Option (CPO)?

The Cancellation Protection Option (CPO) ensures that you can make amendments or cancel your booking up to 72hrs before the confirmed check in date without any penalties. The cost of CPO currently is \$34AUD per week confirmed.

1. CPO provides you with some peace of mind, should your circumstances change in the lead up to your holiday, for example if travel restrictions are introduced after you have confirmed your booking.
2. To avoid any penalties, should you need to cancel a booking, you must select CPO at the time of booking. CPO cannot be selected after your booking is confirmed.
3. CPO is not transferable to another booking and a date change to a confirmed booking is treated as a cancellation.