



Cancellation & Refund Policy

We understand that unexpected circumstances can arise.

Cancellation & Refunds

- Refunds may be considered for cancellations due to flood, fire, or medical reasons.
- A \$30 administration fee will apply to all approved refunds.
- Requests must be submitted by email and include supporting documentation, such as a medical certificate or relevant evidence.
- For cancellations made after 13 December, only 50% of the booking fee will be refunded, less the \$30 administration fee.
- Unfortunately, no refunds can be provided for cancellations made within 7 days of your scheduled arrival date.
- All cancellations must be submitted in writing via email to pacewaytamworth@hrnsw.com.au.

Exceptional Circumstances

Refund requests due to unforeseen circumstances may be considered at management's discretion. Supporting documentation may be required.

- Serious illness or injury
- Hospitalisation
- Flood, fire, or other natural disasters affecting travel

Event Bookings

For major events, festivals and special event periods, the applicable cancellation policy will be advised at the time of booking.

Refund Processing

Approved refunds will be processed back to the original payment method and may take 3–5 business days to appear in your account.

Thank you for your understanding and cooperation.