

## **Room/ Safari tent/ Caravan Voucher and Party Venus**

### **booking holder:**

### **LCS Cancellation/Change Date Policy:**

- ✧ more than **45 days** before check in date no charge
- ✧ more than **30-44 days** before check in date will be subject to a 10% admin fee;
- ✧ more than **15-29 days** before check in date will be subject to a 30% admin fee;
- ✧ more than **5-14 days** before check in date will be subject to a 50% admin fee;
- ✧ **less than 5 days** before check in date: no refund

**Cancellation/ Change date request** must be notified by email. The calculation date will be based on our receive working day.

### **Bad Weather Policy and Arrangement:**

- ✧ Typhoon Signals No. 1 /3 or Yellow/Red Rainstorm Warning, normal Operation
- ✧ Typhoon Signal No. 3 (if forecast show may have signal No.8 within 24 hours)  
(I) Postponing the date for use of the activity vouchers can be made without additional charge OR;  
(II) Alternatively if guests would like to cancel their bookings, 50% administration fee will be applied
- ✧ Tropical Cyclone Warning Signal No. 8 or Black Rainstorm Warnings  
(I) Postponing the date for use of the activity vouchers can be made without additional charge OR;  
(II) Alternatively if guests would like to cancel their bookings, 30% administration fee will be applied
- ✧ All other situations are subject to the on-day condition and LCS' final decision.

### **Change date(s) arrangement noted:**

- ✧ If guest to postpone the date(s) of use under reason, the revised date(s) should be made within 6 months from the original date, pre-book shall be requested, overdue will be abandoned.
- ✧ If the revised date(s) fall on a different price zone, i.e. peak season to value season, there will be no refund on the price difference.
- ✧ If the revised date(s) from value season to peak season, the balance needs to be settled by guests.