



General Cancellations/change date(s) 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 Social Incidents Arrangement:

- Typhoon Signals No. 1 or Yellow rainstorm warning, normal operation
- Typhoon Signal No. 3/8 or Red/Black rainstorm warning
- Any social incidents which might affect transportations or traffics.
 - Postponing the date for use of the vouchers can be made without additional charge OR;
 - Alternatively if guests would like to cancel their bookings, 50% administration fee will be applied

All other situations are subject to the on-day condition and LCS' final decision.

Covid-19 Arrangement:

In the following situations of Covid-19, LCS will have the right to not entertain visitors and customers.

- Guests that have travel history within 14 days, or have been in close contact to people with confirmed/suspected cases, or have symptoms of physical discomfort.
- Covid-19 is spreading rapidly in the community, and infected cases has increased significantly.
- Due to the restriction gathering policy, it will affect the number of guests per activity/camp package.
- Transportation or traffic might be affected.

Those who have booked voucher customer(s) can reschedule the booking for free within 1 year or cancel with 20% admin charge.

Covid-19 Change date(s) arrangement noted:

- If guest to postpone the date(s) of use under reason, the revised date(s) should be made within 12 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.

Covid-19 Cancellation arrangement:

- 20% admin fee, guests must be notified by email at least 7 days on or before the check-in date, otherwise, no refund will be entertained.

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