

Domestic COVID-19 Cancellation Policy				
All cancellations that are covered by one of the below policy will be refunded by overriding cancellation. If the reservation has expired credits, a voucher will be issued within 14 business days and the voucher will allow for future travel until July 31, 2021.				
State	Policy Covers:	Stay dates	Cancel up to	Reservations not covered
Victorian Owners	All Victorians, not already covered metropolitan Melbourne or Mitchell Shire council regions for all resort stays *Booked prior to August 3, 2020	August 2 to August 9*	24 hours prior to check-in	Reservations made after August 3, 2020 will be subject to the standard cancellation policy.
	Owners living in metropolitan Melbourne or Mitchell Shire council areas for all resort stays *Booked prior to July 8, 2020	August 10 to September 16*	7 days prior to check-in	
		Victorian owners for all interstate resort stays *Booked prior to July 8, 2020	July 7 to July 15*	24 hours prior to check-in
New South Wales Owners	NSW owners, not already covered by previous QLD restrictions, subject to the new QLD border restrictions *Booked prior to August 5, 2020	August 5 to August 12*	24 hours prior to check-in	Reservations made after August 5, 2020 will be subject to the standard cancellation policy.
	NSW owners subject to TAS border restrictions *Booked prior to August 4, 2020	August 13 to September 30*	7 days prior to check-in	
		Owners living in the Greater Sydney COVID-19 Hotspot subject to QLD border restrictions *Booked prior to July 30, 2020	August 3 to August 10*	24 hours prior to check-in
	August 11 to September 30*		7 days prior to check-in	
	Owners living in Fairfield COVID-19 Hotspots subject to QLD border restrictions *Booked prior to July 24, 2020	July 29 to August 5*	24 hours prior to check-in	Reservations made after July 30, 2020 will be subject to the standard cancellation policy.
		August 6 to September 30*	7 days prior to check-in	
	Owners living in Campbelltown and Liverpool COVID-19 Hotspots subject to QLD border restrictions *Booked prior to July 16, 2020	July 24 to July 31*	24 hours prior to check-in	Reservations made after July 24, 2020 will be subject to the standard cancellation policy.
		August 1 to September 30*	7 days prior to check-in	
	NSW owners subject to VIC border restrictions *Booked prior to July 8, 2020	July 15 to July 22*	24 hours prior to check-in	Reservations made after July 16, 2020 will be subject to the standard cancellation policy.
		July 23 to September 30*	7 days prior to check-in	
NSW owners for all interstate resort stays *Booked prior to July 8, 2020	July 6 to July 15*	24 hours prior to check-in	Reservations made after July 8, 2020 will be subject to the standard cancellation policy.	
	July 16 to September 30*	7 days prior to check-in		
Queensland Owners	QLD owners subject to QLD\NSW border restrictions *Booked prior to August 5, 2020	August 5 to August 12*	24 hours prior to check-in	Reservations made after August 5, 2020 will be subject to the standard cancellation policy.
	QLD owners subject to TAS border restrictions *Booked prior to August 4, 2020	August 13 to September 30*	7 days prior to check-in	
		QLD owners travelling to QLD declared Greater Sydney COVID-19 Hotspots	August 3 to August 10*	24 hours prior to check-in
	August 11 to September 30*		7 days prior to check-in	
	QLD owners subject to VIC border restrictions *Booked prior to July 8, 2020	July 29 to August 5*	24 hours prior to check-in	Reservations made after July 30, 2020 will be subject to the standard cancellation policy.
QLD owners for all interstate resort stays *Booked prior to July 8, 2020	August 6 to September 30*	7 days prior to check-in		
Western Australia Owners	Western Australian owners for all interstate resort stays *Booked prior to July 8, 2020	July 6 to July 15*	24 hours prior to check-in	Reservations made after July 8, 2020 will be subject to the standard cancellation policy.
		July 16 to September 30*	7 days prior to check-in	
Tasmanian Owners	Tasmanian owners for all interstate resort stays *Booked prior to July 8, 2020	July 1 to September 30*	7 days prior to check-in	Reservations made after July 8, 2020 will be subject to the standard cancellation policy.
South Australian Owners	SA owners subject to TAS border restrictions *Booked prior to August 4, 2020	August 3 to August 10*	24 hours prior to check-in	Reservations made after August 4, 2020 will be subject to the standard cancellation policy.
	South Australian owners for all interstate resort stays *Booked prior to July 8, 2020	August 11 to September 30*	7 days prior to check-in	
Australian Capital Territory Owners	ACT owners subject to QLD border restrictions *Booked prior to August 5, 2020	July 1 to September 30*	7 days prior to check-in	Reservations made after August 5, 2020 will be subject to the standard cancellation policy.
	ACT owners subject to TAS border restrictions *Booked prior to August 4, 2020	August 5 to August 12*	24 hours prior to check-in	
		ACT owners travelling to Greater Sydney *Booked prior to July 30, 2020	August 13 to September 30*	7 days prior to check-in
	ACT owners travelling to VIC *Booked prior to July 20, 2020		August 3 to August 10*	24 hours prior to check-in
	ACT owners for all interstate resort stays *Booked prior to July 8, 2020	August 10 to September 30*	7 days prior to check-in	
Northern Territory Owners	NT owners subject to TAS border restrictions *Booked prior to August 4, 2020	July 29 to August 5*	24 hours prior to check-in	Reservations made after July 30, 2020 will be subject to the standard cancellation policy.
	NT owners for all interstate resort stays *Booked prior to July 8, 2020	August 6 to September 30*	7 days prior to check-in	
New Zealand Owners	Auckland owners travelling to Wanaka and Rotorua *Booked prior to August 12, 2020	July 20 to July 27*	24 hours prior to check-in	Reservations made after July 20, 2020 will be subject to the standard cancellation policy.
	New Zealand owners for all domestic resort stays *Booked prior to May 27, 2020	July 28 to September 30*	7 days prior to check-in	
		July 1 to September 30*	7 days prior to check-in	Reservations made after July 8, 2020 will be subject to the standard cancellation policy.
		August 12 - August 15*	24 hours prior to check-in	Reservations made after August 12, 2020 will be subject to the standard cancellation policy.
		July 1 to September 30*	7 days prior to check-in	Reservations made after May 27, 2020 will be subject to the standard cancellation policy.
International COVID-19 Cancellation Policy				
All cancellations that are covered by one of the below policy will be refunded by overriding cancellation. If the reservation has expired credits, a voucher will be issued within 14 business days and the voucher will allow for future travel until July 31, 2021.				
	Policy Covers:	Stay dates	Cancel up to	Reservations not covered
International	All resorts where the owner lives outside of the country of the resort they have booked *Booked prior to May 27, 2020	July 1 - July 31*	14 days prior to check-in	Reservations made after May 27, 2020 will be subject to the standard cancellation policy.
		August 1 - September 30*	30 days before check-in for bookings made 13 months to 61 days in advance 10 days before check-in for bookings made 60 days to 15 days in advance	
	All resorts where the owner lives outside of the country of the resort they have booked *Booked prior to July 8, 2020	October 1 - October 31*	30 days before check-in for bookings made 13 months to 61 days in advance 10 days before check-in for bookings made 60 days to 15 days in advance	Reservations made after July 8, 2020 will be subject to the standard cancellation policy.