THE SANCTUARY RETREAT YALLINGUP

Payment and Refund Policy

Recovery Retreat Pty Ltd (ABN 33 703 480 880), trading as The Sanctuary Retreat Yallingup

This policy applies to direct bookings for private wellness stays at The Sanctuary Retreat Yallingup.

Bookings and payment

Your booking confirmation and invoice set out your stay dates, total price, deposit (if applicable), balance and payment deadlines. Pay the balance before arrival by the due date on your invoice. Any optional extras or extensions we agree to provide will be quoted separately before you commit.

Cancellations and early departures

If you need to cancel, change your dates or leave early, please notify us as soon as possible. We do not offer discretionary refunds for guest cancellations, no-shows, early departures or unused services. Management may approve a booking credit or a request to change dates at its discretion, subject to your booking agreement and applicable law. Any amounts due or retained are determined under the booking terms provided before payment, to the extent permitted by law.

Booking credits

Management may approve a booking credit at its discretion. We will confirm the amount, expiry date and conditions in writing. If you are entitled to a refund, you can choose whether to accept a credit instead.

If we cancel or change your stay

If we cannot provide your stay as agreed, we will explain what has changed and discuss your options. Depending on the circumstances, these may include a booking credit or any refund or other remedy you are entitled to under your booking terms or the Australian Consumer Law.

Your rights under the Australian Consumer Law

Your consumer guarantees and remedies under the Australian Consumer Law apply. If there is a major failure with a service, you may be entitled to cancel and receive a refund for the unused portion or keep the service and seek compensation for its reduced value. Other remedies may apply depending on the circumstances.

How to contact us

Email info@thesanctuaryretreat.com.au or call 1800 053 188. Please include your name, booking reference, stay dates and the reason for your request so we can review it.