Cancellation/Refund Policy

We understand that plans can change. The following Cancellation Policy is designed to be fair to our guests while recognising the logistical and scheduling commitments required to deliver and set up an RV on the islands.

1. Booking Deposit

- A **non-refundable deposit** of **$100** is required at the time of booking to secure your dates.
- The deposit is applied toward the total rental cost.

2. Cancellation by Guest

All cancellations must be made in writing (email or booking platform message). Refunds are issued as follows:

- **More than 30 days before delivery date**
  - All payments made, **excluding the non-refundable deposit**, will be refunded.
- **15–30 days before delivery date**
  - 50% of the rental balance (excluding the deposit) will be refunded.
- **14 days or less before delivery date**
  - No refund will be issued.
- **No-shows or early departures**
  - No refunds are provided for no-shows, late arrivals, or early departures.

3. Campground-Related Issues

- Guests are responsible for securing a suitable campsite that meets the size and access requirements of our RV.
- If a campsite is found to be unsuitable for delivery or setup, and no alternative site is available, the reservation may be cancelled and the **standard cancellation policy will apply**.

4. Changes to Bookings

- Date changes are subject to availability and ferry logistics.
- A change fee of **$50** may apply.
- If a booking is rescheduled and later cancelled, the cancellation policy applies based on the **original booking dates**.

5. Owner Cancellation

- In the unlikely event that we must cancel your reservation due to mechanical failure, safety concerns, ferry disruptions, or other unforeseen circumstances, you will receive a **full refund of all payments made**, including the deposit.
- Our liability is limited to the refund of payments received.

6. Weather, Ferry Delays, and Personal Circumstances

- Refunds are **not provided** for weather conditions, ferry delays, road closures, illness, or personal emergencies.
- We strongly recommend purchasing **travel cancellation insurance**.