

## Lako House Cancellation policy .. (As of 01 Jan 2022)

**Highly Recommended:** For what ever reason and to avoid issues surrounding your group's need to make last minute changes and/or cancellation of your Lako House reserved dates, your flights etc., Lako House does **HIGHLY** recommend looking into and procuring 'Trip Cancellation Insurance'. Such coverage is offered through many different insurance providers; for more information please contact Lako House.

### Cancellation of a LOW Season Booking .. [NON-Holiday & Event periods during the months of May, Sep, Oct, Nov, Dec]:

10% standard rate booking cancellation charge for any cancellation up to 92 days before check-in  
25% standard rate booking cancellation charge for any cancellation 91 to 62 days before check-in  
50% standard rate booking cancellation charge for any cancellation 61 to 46 days before check-in  
75% standard rate booking cancellation charge for any cancellation 45 to 32 days before check-in  
85% discount rate booking cancellation charge for any cancellation 31 to 16 days before check-in  
100% discount rate booking cancellation charge for any cancellation 15 days before check-in

### Cancellation of a HIGH Season and/or Highly discounted rate booking .. [Jan-Apr, Jun-Aug]:

15% standard rate booking cancellation charge for any cancellation up to 92 days before check-in  
30% standard rate booking cancellation charge for any cancellation 91 to 62 days before check-in  
60% standard rate booking cancellation charge for any cancellation 61 to 46 days before check-in  
85% standard rate booking cancellation charge for any cancellation 45 to 32 days before check-in  
100% discount rate booking cancellation charge for any cancellation 31 days before check-in

### Cancellation of a Peak Season booking .. [ALL Holiday & Event periods, Ironman, ~Last half of Dec to ~Jan 4<sup>th</sup>]:

20% standard rate booking cancellation charge for any cancellation up to 92 days before check-in  
40% standard rate booking cancellation charge for any cancellation 91 to 62 days before check-in  
80% standard rate booking cancellation charge for any cancellation 61 to 46 days before check-in  
100% discount rate booking cancellation charge for any cancellation 45 days before check-in

**Future Booking Credit:** 50% of any monies paid to Lako House for cancellation charges can be applied toward any rebooking to Lako House within 12-months of the check-in date (*direct bookings only*).

**Replacement Booking:** Any replacement (same) days booked by a different party for days that were cancelled previously will be credited back to the original guest who cancelled, less a one-time 5% charge.

**Disclaimer:** The booking party is advised to carefully review the cancellation policy as also detailed in the guest-signed Lako House reservation paperwork ... *In respect to uncompleted / unconfirmed reservation bookings, Lako House reserves the right to change its policies at any time.*

→ To review the most recent policy, please contact Lako House.