

## Using Your Travel Credits to stay at Margaret River Holiday Cottages

Dear Friends,

Firstly, let me thank you for your patience while we organise ourselves for booking your return stay with us. We know that it's been challenging times for everyone and appreciate you choosing to keep a travel credit and commit to returning, as opposed to asking for a refund. Believe me, that's been invaluable for our cash flow!

As we slowly start to reopen our system to book future travel, you'll have the chance to book your return stay and use your travel credits. Given the fluid nature of the opening of WA's borders (especially for our international and interstate visitors), we have extended the validity for using your credits until 30 September 2021.

The process for booking is simple!

1. select your preferred travel period and make your booking either on the website or directly over the phone.
2. email us your booking details requesting to use your travel credits to [stay@mrholidaycottages.com.au](mailto:stay@mrholidaycottages.com.au)
3. the amount of travel credits will be deducted from your invoice and if there's an outstanding balance, this can be settled directly\*.

General Terms for use

- The travel credit amount is calculated based on the monies we have collected from you less any credit card fees (as we still had to pay them)
- \*If you book on the website you will be asked for credit card details. Don't worry, we process this in the background so will not charge you again unless the booking value is greater than your credit (we would charge the balance)
- Travel credits can only be used when booking direct and cannot be used when booking via a third party.
- Travel credits can be used over peak periods, though would require a booking to be made 14 days in advance (including school & public holidays, Easter, Christmas etc)
- Prices in hotels fluctuate generally based on supply and demand. This means to receive your best value, the closer you book to low season, the further your credit will go.
- If your preferred dates are unavailable, then please call us to see if we can find a way to accommodate your preferred options
- We're not always open for 1 night stays, so please attempt to use your voucher for a minimum 2 night stay. If you really require 1 night, then this would be a last minute decision.
- Credits are typically non transferrable, however exceptions are possible for international travellers if they're unable to travel
- Credits expire 30 September 2021
- Credits are non transferable and cannot be en-cashed in anyway.

Thanks again for choosing to return and we're looking forward to giving you an even better experience than before.

Happy travels

Andrew H & Jules