



EASTCOAST VACATIONS

Cancellation Protection Option (“CPO”) & Late Cancellation Fees

What is CPO and how does it work in relation to using your Owners Week of Time?

CPO ensures that you can cancel your booking up to 72hrs prior to check-in or make amendments to your booking without penalties inside the regular cancellation period. Owners can choose to take out CPO at the time of booking at a low cost of **\$34 per week**.

CPO is worthwhile in that it provides you with peace of mind should circumstances change in the lead up to your holiday which is especially relevant at the current time due to changes in travel restrictions around COVID-19. It should be noted that CPO is not transferrable to another booking and any date changes made to a booking count as a cancellation.

Accepting CPO: If you accept CPO and need to cancel your entitlement week within 30 days and no later than 72hrs of your arrival, your week will be saved for you to use at a later date (up to the original expiry date of your entitlement and subject to availability), or it can be banked with the 'Exchange & Play' exchange service and you will have a Credit to use through the exchange system. Note, if this happens, an exchange fee will be applicable. Fees payable can be established by talking direct with your exchange provider.

Declining CPO: If you decline CPO at the time of confirming your entitlement week and cancel within 30 days of arrival, your entitlement week will be forfeited. You've paid a levy on this week, so you don't want to lose the use of it. Without CPO to save this week, you will need to pay a late cancellation fee to use at a later date (up to the original expiry date of your entitlement and subject to availability), or it can be banked with the 'Exchange & Play' exchange service, and you will have a Credit to use through the exchange system. Note, if this happens, an exchange fee will be applicable.

Late Cancellation Fees are:

- * 30 days+ no fee applies.
- * 29-14 days \$150 fee applies.
- * 13-4 days \$300 fee applies.
- * 3 days or less, entitlement week will be forfeited.

* All fees stated are GST inclusive.