

Retreat House Cancellation Policy

Booking Rates (for reference)

- \$30 per person, per night
- Cleaning fee: \$30 (1 guest) or \$60 (2+ guests)

Cancellation Timeframes & Fees

We understand that ministry schedules can change unexpectedly. The following policy is designed to be fair to both guests and the retreat house, which often turns away other bookings once a reservation is confirmed.

Notice Given Before Arrival	Fee Charged
14+ days	No charge — full refund (if prepaid)
7–13 days	Cleaning fee only (\$30 or \$60)
2–6 days	50% of total stay cost + full cleaning fee
Less than 48 hours / no-show	100% of total stay cost + full cleaning fee

Additional Notes

- Cleaning fee is non-refundable once inside the 7-day window.
- Illness, family emergencies, or ministry-required travel changes may be considered for a fee waiver or reduced fee at the discretion of CoCWA. Please reach out as soon as possible - we want to be gracious where we can.
- Rescheduling to another available date, instead of cancelling outright, is encouraged and is not subject to a fee if requested more than 48 hours before arrival.
- Group bookings may have a modified policy - contact reception@cocwa.com.au directly.
- Payment for late cancellation fees is due within 7 days of the cancelled date, payable via Direct Deposit.

How to Cancel

Please notify CoCWA at reception@cocwa.com.au or phone (08) 9471 8500 as early as possible. Cancellations are effective as of the date/time notice is received.

This policy exists to keep the retreat house sustainable and available for all our ministers, while remaining understanding of the realities of ministry life. Thank you for your consideration.