

VELA Signature Escapes

Accommodation Package Terms & Conditions

Inclusions

All package inclusions (unless otherwise stated) are for 2 people only.

Deposit Payment

A 50% prepayment is required upon the confirmation of your booking dates. This applies only to the Immersion Retreat and Signature Escape packages.

A 100% (non-refundable) online deposit payment is required to book the Spa Experience package.

Advance Booking

All packages must be booked at least 14 days prior to arrival.

Cancellation Policy

Please Note: The below cancellation policy applies only to the Immersion Retreat and Signature Escape packages. The Spa Experience package cancellation policy is available online to view before booking.

Cancellations made within 7-14 days of arrival will incur a 50% cancellation fee. Cancellations made within 0-7 days of arrival will incur a 100% cancellation fee. All cancellations are non-refundable.

You are welcome to make changes to your booking free of charge up to 7 days before arrival. No refunds will be provided for changes to your booking made within 7 days of arrival.

Booking Requests

Your preferred booking dates are subject to both accommodation availability at Crowne Plaza Hawkesbury Valley and session availability at VELA Spa & Bathhouse. Where possible, we will endeavour to accommodate your spa experience in our couples treatment room (if requested), however this cannot be guaranteed.

Package Pricing

In any marketing material, a midweek price refers to stays between Sunday - Thursday and a weekend price refers to stays between Friday - Saturday. Should you stay Saturday - Monday or Thursday - Saturday, the total package price will sit between the advertised midweek and weekend prices, dictated by the accommodation rate for the nights you have selected.