

Holiday Exchange & Bonus Time Terms & Conditions

Bookings

All transactions and communications can only be between Classic Holidays and its members; Please make sure all your details have been correctly entered before finalising your booking Members can make a reservation on behalf of another person (guest) and the reservation confirmation will then be issued with the guests' details.

ACCOMMODATION

Occupancy Limits

If the number of guests exceeds the maximum occupancy limits (refer to your relevant [resort profile](#)), access to the resort accommodation may be refused or additional charges may apply.

Additional Charges

The member making the booking will be responsible for charges resulting from guest usage (e.g. resort telephone, services and/or tours) if the guest has not paid these charges at the time of checking out.

The accommodation must be left in the same condition" as it was on arrival; any breakages or damage must be reported as soon as possible to resort staff Member. The member will be responsible for the cost of repairs or replacement of items damaged during their stay.

General

Classic Holidays will not be responsible for any action or demand due to any damage, loss, costs, injury caused by or as a result of the Members' or guests actions, while they are staying at the resort. Accommodation booked through the Exchange network and with Bonus weeks will vary in size, quality, décor, levels of service and amenities depending on the country and location and Classic Holidays cannot guarantee that your expectations with regards to the accommodation standards will always be met.

Changes to the Unit Allocation or Resort

Should the resort need to change a unit allocation or move a reservation to a different resort, due to unforeseen circumstances, the alternate accommodation should be equivalent in size and standard as the one originally booked; Classic Holidays will not be responsible for any additional costs or compensation to the member or guest as a result of this change.

CANCELLATIONS

Use Points

Once Use Points are issued, they are valid for 2 years, however if you cancel your Holiday Exchange booking 13 days or less prior to the confirmed check in date, 100% of the Points used towards your booking will be forfeited, regardless of their expiry date.

If you cancel your Holiday Exchange booking, 30 days or more prior to the confirmed check in date, your Points can be saved up to their original expiry date for another booking. If you cancel 14 to 29 days prior to your confirmed check in date, 50% of the Points can be saved up to their original expiry date for another booking.

All cancellation requests must be in writing to Classic Holidays; (refer to the [online enquiry form](#))

Holiday Exchange Fee

The exchange fee is non-refundable; however if you need to cancel your booking, it can be applied to your next Holiday Exchange provided this booking is made within 24 months of cancelling your initial booking.

Bonus Weeks

Once purchased, no changes can be made to a Bonus Week booking and in the event of cancellation; Bonus Weeks are non-refundable.

Optional Cancellation Protection Option (CPO)

Members who participate in the Points & Play program can select the **Cancellation Protection Option (CPO)** when making a booking; if you choose to purchase the CPO and need to cancel your booking, you can do so up to 48 hours prior to the confirmed check in date and your Points will be saved for another booking, up to their original expiry date; your written request must also be received at least 48 hours prior to the confirmed check in date. CPO is not available for Bonus Week bookings.

Member Special Offers

From time to time Classic Holidays will offer last minute Member Specials; to be fair to all members, if a reservation is cancelled to book one of the Member specials for the same dates and at the same resort, in addition to the standard cancellation rules, there will be a forty-eight (48) hour waiting period between the 2 bookings and if the CPO was taken with the initial booking it cannot be applied for this cancellation.