



The
Great Stupa
of Universal Compassion

**GROUP TOUR
Cancellation Policy**

1. This cancellation policy applies to any group or organisation who have booked a guided tour at the Great Stupa of Universal Compassion (25 Sandhurst Town Road, Myers Flat VIC 3556).
2. In the instance where the group or organisation cancel their tour, the Great Stupa must be notified no later than 48 hours before their visit by phone (03) 5446 7568 or email tours@stupa.org.au.
 - 2a. No fee applies if the group or organisation cancel 48 hours or more before their booked group tour date and time.
 - 2b. If cancellation occurs in less than the 48-hour time period of their group tour, the group or organisation will incur a late cancellation fee.
3. The late cancellation fee of 50% of the cost of the cancelled tour applies, capped at \$100. This cancellation fee takes into consideration the reasonable costs associated with the booking and preparing for the groups arrival and the potential loss incurred.
4. The group organiser will be notified by the Visitor Experience Manager of the late cancellation fee incurred and arrange payment accordingly.
5. If the group or organisation have already paid for their group tour in full, a refund less the 50% cancellation fee will be issued.
6. ***Please note: this policy does not apply to café platter orders. In the instance where a group wish to cancel their café platter order, it must be cancelled two weeks prior to the booking, to receive a refund. If cancellation occurs less than the two-week period, the café platter order is non-refundable and must be paid in full.***