

## AMENDMENTS TO RETIRED OFFICERS' HOLIDAY HOME BOOKING POLICY (EFFECTIVE 01 JULY 2024)

### EXISTING BOOKING POLICY

Cancellation of booking – no restrictions

Amendment of occupants – no restrictions

### NEW POLICY ON CANCELLATIONS AND AMENDMENTS

#### 1. Levy of cancellation penalty:

- a) Up to 11 days before booking date – no penalty
- b) Within 10 days or less before booking date – 100% of total booking charges.
- c) No show – 100% of total booking charges.

Facility	Booking Charge (Per day)	Service Charge (Per Day)	RAFOA Fund (Per Booking)
Chalet	Rs. 500.00	Rs. 1500	Rs. 500.00
Transit Room	Rs. 500.00	Rs. 1000	

#### 2. Amendment of occupants

- a) Up to 10 days before booking date – allowed
- b) Within 10 days before booking date – not allowed (except deletions)

#### 3. Penalty charges

If any member requests to cancel a booking within 10 days of the date of commencement of the booking, Penalty Charge (as applicable) will be informed by Hony. Secretary to the respective member.

- a) If the member wishes to challenge the penalty or request an exemption, they may do so in writing to the Secretary, who will present the matter to the Exco for decision. Decision of the Exco will be final.
- b) Respective member is to deposit the penalty charges to the RAFOA account (**Account No. 0001991215 at Bank of Ceylon Milagiriya Branch**). Those with outstanding penalty charges will not be allowed to book holiday homes until payment is finalized.
- c) Hony Treasurer will remit 50% of penalty collections to the respective stations at the end of each month/quarter.

#### 4. Additional privileges added to the policy:

- a) Extension of bookings – members with approved bookings will be allowed to extend their bookings by a **further maximum two days if there are no bookings** (only within 10 days of original booking date) (normal charges will be added). A fresh application is to be submitted for additional days requested.
- b) China Bay – The number of days allowed for a normal booking is extended to **four (04) days**.