

Wallaroo Camping Hire



Cancellation Policy

We encourage everyone to book ahead of time (as early as possible) to ensure that all the gear they're after is available. Once gear is booked in, it is no longer available for other customers to book out. This means that during peak periods customers are unable to book the gear that they are wanting.

We are always keen to keep things fair for all of our customers, as it would become difficult for you to get the gear you need. This being said, we're always keen to help you out if you do find yourself in the unfortunate situation of having to cancel your booking. Below are the details of our Cancellation Policy:

- No more than 90% can be refunded at any time (due to costs incurred by Wallaroo Camping Hire at the time of booking)
- A 100% store credit can be provided so long as the cancellation is not within 1 (one) week of booking
- Within 1 (one) week of booking a 40% refund or 65% store credit may be provided so long as cancellation is not within 48 hours of booking.
- Within 48 hours of booking a 0% refund or 25% store credit may be provided.

Please note that once gear has left the store, no refund or credit can be provided, as we are required to complete a full check and/or clean of all gear that has left the store, whether or not it has been used.

We appreciate your understanding and assistance in helping us to enable everyone to have great outdoor adventures!