CANCELLATION POLICY FOR CAPTA ATTRACTIONS

1 April 2025 to 31 March 2026

RAINFORESTATION NATURE PARK

For cancellations that are confirmed by email or telephone by 3:00pm the day prior, our cancellation fee is as follows:

- Attractions – no charge
- Lunches – no charge

For same day cancellations and no shows, our cancellation fee is as follows:

- Attractions – 50%
- Lunches – 100%

AUSTRALIAN BUTTERFLY SANCTUARY

For cancellations by 4pm the day prior, our cancellation fee is as follows:

- Attractions – no charge

For same day cancellations and no shows, our cancellation fee is as follows:

- Attraction – 50%

CAIRNS KOALAS AND CREATURES

For cancellations by 4pm the day prior, our cancellation fee is as follows:

- Attractions – no charge

For same day cancellations and no shows, our cancellation fee is as follows:

- Attractions – 50%

WILDLIFE HABITAT

For cancellations by 12pm the day prior, our cancellation fee is as follows:

- Attractions – no charge
- Breakfasts/Lunches – no charge

For same day cancellations and no shows, our cancellation fee is as follows:

- Attractions – 50%
- Breakfasts and Lunches – 100%

Any requests outside of the above conditions are required to be negotiated in advance with the Sales & Marketing Department.

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