



Booking, Cancellation and Refund Policy

The Flowers Accommodation, Pitcairn Island

Accommodation bookings for The Flowers are currently received through Pitcairn Islands Tourism at www.visitpitcairn.pn or directly through The Flowers at www.staypitcairn.com.

Bookings made through The Flowers

For bookings made directly through www.staypitcairn.com, the following payment terms apply.

Deposit	A 25% deposit is required when the reservation is confirmed.
Invoice	An invoice will be issued at booking confirmation.
Deposit due date	The deposit is payable within 7 days of issue, unless otherwise agreed.
Balance due date	The balance is payable no later than 45 days before the scheduled departure date for travel to Pitcairn. For bookings confirmed within 45 days of the scheduled departure date for travel to Pitcairn, full payment is due on confirmation unless otherwise agreed.
Unpaid balance	If the balance is not received 45 days before the scheduled departure date for travel to Pitcairn, The Flowers will treat the booking as cancelled, unless otherwise agreed.
Currency	All accommodation rates are quoted in NZD unless otherwise stated.
Rate basis	Accommodation rates on Pitcairn Island are charged per day of occupancy, not per night.

Cancellations and refunds - bookings made through The Flowers

Cancellation fees are calculated as a percentage of the total accommodation booking value.

Notice period	Cancellation fee	Refund
7 days or less before the scheduled departure date for travel to Pitcairn	100%	No refund
8 to 21 days before the scheduled departure date for travel to Pitcairn	50%	50% refund
More than 21 days before the scheduled departure date for travel to Pitcairn	10% of the total booking value	All payments made, less 10% of the total booking value

- Cancellation notifications must be received in writing by email to bigflowerpitcairn@gmail.com or by mobile message to +64 22 883 0454.
- The Flowers may, at its discretion, consider exceptional circumstances on a case by case basis.

Bookings made through Pitcairn Islands Tourism

- Where accommodation at The Flowers is booked through Pitcairn Islands Tourism, booking administration and payment arrangements are managed through Pitcairn Islands Tourism.
- Guests should direct enquiries relating to the administration, cancellation or refund of these bookings to tourism@pitcairn.gov.pn.

Right to amend or transfer

- The Flowers reserves the right to amend, postpone or cancel bookings made through The Flowers or Pitcairn Islands Tourism where reasonably required.
- This may be due to circumstances beyond our control, including vessel schedules, weather events or operational disruption.
- Amendments or transfers are undertaken in consultation with guests and/or agents where required.
- Transferring accommodation dates does not incur additional costs.

General information

- Medical and travel insurance, including medical evacuation cover, is compulsory for visitors to Pitcairn Island. Please ensure you are covered.
- All guests are welcomed at the landing on arrival.
- Transfers to and from the landing, accommodation and Adamstown village are included in the accommodation rate.
- For more information, please contact The Flowers at bigflowerpitcairn@gmail.com.