



REFUNDS, CANCELLATIONS & CLAIMS POLICY

At Monte La Vue, we are committed to ensuring a high standard of service and guest satisfaction. All refund and cancellation requests arising from unsatisfactory guest experiences are subject to a formal investigation process.

INVESTIGATION PROCESS

- Once a claim form has been completed and submitted, the matter will be formally referred to Management for review.
- The investigation process may take up to 21 (twenty-one) days to conclude.
- During this period, Management will review all relevant information, including service records, staff reports, and guest feedback.

CLAIM OUTCOMES

Upon completion of the investigation, the claim will be resolved in one of the following ways:

- Approved Refund
- Approved Credit
- Rejected Claim

ADMINISTRATION FEE

All claims are subject to an administration fee, as outlined in Monte La Vue's Claims and Refund Policy.

REFUND PAYMENT PROCESS

- Once a refund is approved, the request will be submitted to the Finance Department for processing.
- Refunds are issued according to Monte La Vue's three-week payment cycle.
- If a refund is not processed in the first payment cycle, it will automatically be included in the next cycle.

COMMUNICATION

Guests will be formally notified once the investigation has been finalised. This communication will include the outcome of the claim and details of any approved payment or credit.

OUR APPRECIATION

Monte La Vue sincerely thanks our valued guests for their patience and understanding throughout this process.

We also extend our appreciation to our Front of House team for managing all claims with professionalism and in full accordance with company policy.