



## TERMS AND CONDITIONS 2021

- ✚ NO REFUNDS FOR EARLY DEPARTURES OR LATE ARRIVALS.
- ✚ WE RESERVE THE RIGHT TO SHIFT BOOKINGS TO ENSURE THE EFFECTIVE RUNNING OF THE PARK.
- ✚ SITE NUMBERS ARE NOT GUARANTEED THEREFORE THE SITE NUMBER BOOKED MAY CHANGE DUE TO UNFORESEEN CIRCUMSTANCES.
- ✚ RESERVATION DATES CANNOT BE REDUCED AT CHECK-IN WITHOUT CHARGES APPLIED.
- ✚ TARIFFS MAY BE SUBJECT TO CHANGE WITHOUT NOTICE.

**CHECK-IN FROM 12 MIDDAY**

**CHECK-OUT BY 10 AM**

**NO CHECK-INS/ARRIVALS AFTER 7 PM**

**CANCELLATIONS** All cancellations must be notified via email and will be subject to an administration fee.

Date changes prior to arrival may incur charges. Payments will only be refunded by the same method in which they were paid.

**OFF PEAK SEASON** Cancellations **more than 7 days** prior to arrival can be processed either of 2 ways:

- ✚ A refund will incur a \$30 administration charge, or
- ✚ The deposit/payment is held as a credit in your Guest Client Account *less* a \$20 administration fee and be available for use within 12 months unless 'Special Conditions' are noted.
- ✚ **No refund of deposit for cancellations within 7 days of your arrival date.**

**WINTER SHOULDER SEASON (1 June – 17 September)** Cancellations **more than 30 days** prior to your arrival date, can be processed either of 2 ways:

- ✚ A refund will incur a \$30 administration charge, or
- ✚ The deposit amount is held as a credit in your Guest Client Account to put towards a future stay within 12 months *less* a \$20 administration fee unless 'Special Conditions' are noted.
- ✚ **No refund of deposit for cancellations within 14 days of your arrival date.**

**PEAK/SHOULDER HOLIDAY SEASON (Christmas/Easter/School Holidays)** - Cancellations **more than 30 days** prior to your arrival date can be processed in either of 2 ways:

- ✚ A refund will incur a \$30 administration charge, or
- ✚ the deposit/payment is held as a credit in your Guest Client Account to put towards a future stay *less* a \$20 administration fee and be available for use for 12 months unless 'Special Conditions' are noted.
- ✚ **Cancellations within 15 to 30 days of arrival will result in the forfeit of the deposit paid**
- ✚ **No refund of site fees for cancellations within 14 days of your arrival date**

**COVID -19 SPECIAL CONDITIONS** – Bookings made whilst Covid-19 restrictions are in place if cancelled due to Covid-19 State Government Health Directive will **NOT BE REFUNDED**. A Guest Client Credit will be established without usual administration fees and will be valid for use within 2 years from date of booking cancellation.