

REFUND POLICY – ADMINISTRATION FEE

Refunds of deposits and fees paid are available from Council Holiday Parks under certain circumstances:

Peak Period Bookings:

Where at least 28 days written notice of cancellation has been given before being due to arrive, deposits or prepayments will be refunded with the following options:

Option A: Full credit of deposit or prepayment to a future booking. Deferral dates must be provided at the time of request. Deferring can only happen once with any booking and if the 2nd booking cannot be kept the whole deposit is lost. Any deferred dates must be within 12 months of the original booking date.

Option B: Refund of deposit or prepayment less \$50.00 administration fee. Money Orders incur a fee of \$2.50 in addition to the administration fee for any refund of deposit or prepayment.

Notification for bookings cancelled within 28 days prior to arrival will forfeit full deposit

Off Peak and Shoulder Period Bookings:

Where at least 48 hours written notice of cancellation has been given before being due to arrive, deposits or prepayments will be refunded with the following options:

Option A: Full credit of deposit or prepayment to a future booking. Deferral dates must be provided at the time of request. Deferring can only happen once with any booking and if the 2nd booking cannot be kept the whole deposit is lost. Any deferred dates must be within 12 months of the original booking date.

Option B: Cash, or credit card *refund* of deposit or prepayment less \$25.00 administration fee. Cheque refund of deposit or prepayment less \$50.00 administration fee. Money Orders incur a fee of \$2.50 in addition to the administration fee for any refund of deposit or prepayment.

NOTIFICATION FOR BOOKINGS CANCELLED WITHIN 24 HOURS OF BEING DUE TO ARRIVE WILL FORFEIT FULL DEPOSIT

- Cash payments in person – refunded by cash (providing sufficient cash reserves are held on park, if not, then refunded by cheque)
- Credit card payments – refunded back to credit card
- Cheque payment – refunded by cheque (note, cheque refunds may take approximately 2-3 weeks for processing and posting)

All Seasons:

- Should people vacate a site early due to weather conditions no refund is to be given.
- Tariffs and deposits are not refundable if your stay is cut short.
- Park management reserves the right to relocate or change the booked site number prior to or at arrival.
- Booked sites will only be held for 24 hours from booked time of arrival, unless otherwise arranged.

Emergency:

- In the event of flooding and SES has recommended moving to higher ground a refund will be given for nights payed and not stayed. Otherwise it is park manager's discretion to determine whether a refund should be provided.

Compassionate:

- No administration fee will be charged for bookings made and cancelled the same day.
- Customers can write to Council requesting a refund for cancellation of booking due to Death or Sickness. Your request will be assessed by the Caravan Parks Manager to determine whether a refund will be given. It is recommended that upon cancelling the booking you notify the Park Manager of your reason to support your case.