

# 2024 | 2025 Deposits and Cancellation Policy

## Effective from 1 July 2024 to 30 June 2025



The following policies apply to reservations made directly with Beachside Holiday Parks: (excludes any reservations made through a 3<sup>rd</sup> Party Travel Agency as well as any promotional packages or tariffs).

### 1. General Deposit and Cancellation Policy

#### Deposit Rules

- 1.1. Includes Autumn, Winter and Spring School Holidays, Anzac Day and Kings Birthday Long Weekend
- 1.2. Deposit is 1 night's tariff
- 1.3. Full payment is due upon arrival

#### Cancellation Policy

- 1.4. Full refund applies to reservations cancelled 8 or more days prior to arrival
- 1.5. Reservations cancelled within 7 days from arrival will forfeit 1 nights tariff with the balance provided as a refund
- 1.6. Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies
- 1.7. Cancellation policy applies for No-Shows. A no-show is when you do not check-in on the day of your booking without prior communication with the Park.
- 1.8. No refunds are given for unused portions of your booking, including no-shows and early departures.

#### Reservation Date Change

- 1.9. Reservation date changes can only be made up to 8 days prior to arrival

### 2. Peak Deposit and Cancellation Policy

#### Deposit Rules

- 2.1. Applies to Summer School Holiday period, Easter and Labour Day Long Weekend
- 2.2. Deposit is 1 night's tariff (for cabins)
- 2.3. Deposit is \$200 (for caravan & camping sites)
- 2.4. Final payment is due 28 days prior to arrival date
- 2.5. If full payment is not received as described above, reservation will be cancelled without notification. Any Deposit paid will be forfeited with any remaining balance provided as a refund as per Cancellation Policy

#### Cancellation Policy

- 2.6. Full refund applies to reservations cancelled 29 or more days prior to arrival
- 2.7. Partial refund of 50% of the total for reservations cancelled between 28 days to 15 days from arrival
- 2.8. Reservations cancelled within 14 days from arrival will forfeit full amount of the reservation
- 2.9. Reservation Amendment Fee of \$55 may apply for change of dates, number of guests and/or accommodation types
- 2.10. Amendments are NOT accepted within 14 days of arrival. Cancellation Policy applies
- 2.11. Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies

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### 3. NOTES:

- *When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit & Cancellations Policies apply*
- *Online bookings must be paid in full at the time of booking (with the exception of Payment Plans)*
- *A Deposit is required to hold any reservation*
- *A 48 hour cooling off period applies to all reservations made. If a reservation is cancelled within 48 hours no cancellation fee applies, **unless arriving within 8 or more days from the date the reservation was made***