

# 2021 | 2022 Deposits and Cancellation Policy

## Effective to 30 June 2022



The following apply to reservations made directly with Beachside Holiday Parks, excludes all reservations made through 3<sup>rd</sup> Party Travel Agencies as well as promotional packages and tariffs

### 1. General Deposit and Cancellation Policy

- 1.1. *General Periods (Includes any day outside Peak Period (2.1))*
- 1.2. Deposit is 1 night's tariff
- 1.3. Full payment is due upon arrival
- 1.4. Cancellations **8 or more days prior to arrival** will incur a \$50 Admin fee (or full deposit if less than \$50) with the balance provided as a refund
- 1.5. Cancellations **7 days or less from arrival** will forfeit 1 night's tariff with the balance provided as a refund

### 2. Peak Deposit and Cancellation Policy

- 2.1. *Peak Periods (Includes Autumn School Holidays, Spring School Holidays, Summer School Holidays, Christmas Day, Boxing Day, New Year's Day, Australia Day Public Holiday, Easter and Labour Day Long Weekends and Public Holidays)*
- 2.2. Cabins /Villas/ Houses, Glamping and Safari Tents deposit is 1 night's applicable tariff
- 2.3. Caravan / Motorhome (RV) and Camping Sites Deposit is \$200
- 2.4. Failure to pay full booking amount as described on condition **2.10. Peak Final Payments** will result in booking cancellation without notification and with the deposit forfeited. Deposit will be forfeited and balance refunded accordingly to conditions **2.5, 2.6, 2.7**
- 2.5. Cancellations received **prior to peak final payment date** forfeits 1 nights tariff with remaining balance provided as a refund
- 2.6. Cancellation received **after peak final payment date and up to 8 days prior to arrival** forfeits 50% of total booking cost with remaining balance provided as a refund
- 2.7. Cancellation received **within 7 days** of arrival date forfeits 100% of the total booking cost
- 2.8. An Amendment fee of \$55 will be incurred for all changes
- 2.9. Changes are NOT accepted within 30 days of arrival
- 2.10. **PEAK FINAL PAYMENTS**
  - 2.10.1. *These dates correspond to the relevant year of your booking*
  - 2.10.2. **30 November:** Summer School Holidays, Christmas Day, Boxing Day, New Year's Day and Australia Day
  - 2.10.3. **1 March:** Autumn School Holidays & Easter Long Weekend
  - 2.10.4. **1 September:** Labour Day Weekend

### NOTES:

- *When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit & Cancellations Policy applies*
- *Online bookings must be paid in full at the time of booking (with the exception of payment plans)*
- *Deposits are required to hold all reservations*
- *48 hour cooling off period applies to all reservations. If a reservation is cancelled within 48 hours no cancellation fee will apply, **unless arriving within 7 days** from the date the reservation was created*