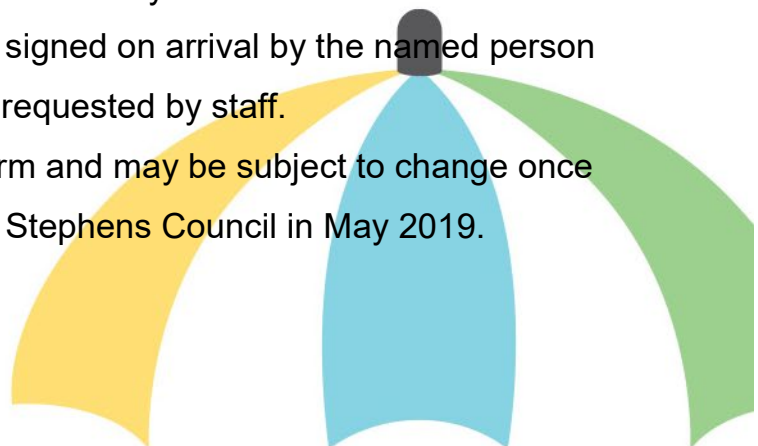


## 2019/20 – Peak Season Re Booking Terms and Conditions.

- Summer Holiday Guests (who have stayed a minimum 7 night stay) have the first opportunity to re-book for next year.
- Rebooking must be made during your stay and prior to your departure day. Full deposit to be paid at time of rebooking. Part deposits will not be accepted. Deposits are first 2 nights tariff for accommodation and \$200 for sites.
- From **1<sup>st</sup> - 14<sup>th</sup> Feb 2019** existing Summer Holiday Guests can make changes or extensions to their booking – subject to availability. From 15 February 2019 amendments fees apply.
- From Friday **15<sup>th</sup> Feb 2019** Sites or accommodation not rebooked will be released to the public for new bookings.
- Specific sites and/or accommodation will **NOT** be guaranteed. Whilst every effort is made to honour specific requests, management reserves the right to relocate guests to an alternative site or accommodation with or without notification. If guests decide to cancel reservations that have been relocated, our cancellation policy will apply.
- Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies.
- Full payment for your Summer Holiday 2019/2020 reservation is required prior to the 30 November 2019. No extension of time will be given. Your reservation will automatically be cancelled after 5pm on the 30 November 2019 if full payment is not received.
- Reservations cannot be amended after final payment is received. Cancellation policy will apply.
- Park rules, terms and conditions will be sent with your reservation confirmation letter. A guest registration form is to be signed on arrival by the named person on the reservation and photo I.D will be requested by staff.
- All quoted tariffs are currently in draft form and may be subject to change once fees and charges are signed off by Port Stephens Council in May 2019.



## **PEAK PERIOD** - DEPOSITS, BALANCE PAYMENTS & CANCELLATIONS

### Summer NSW School Holidays

Online reservations – full payment required at time of booking

- Direct bookings - deposit 2 nights' accommodation for cabins
- Direct bookings - deposit \$200.00 for all sites or full payment if total cost is less than \$200.00. Deposit is non-refundable at any time
- Balance payments for all cabins and sites must be paid by 30 November.
- Cancellations received prior to 1 December will forfeit the full deposit with any balances already paid provided as a refund/credit.
- Cancellations received after 1 December and up to 7 days prior to arrival date forfeit 50% of the total booking cost with the balance provided as a refund/credit.
- Cancellations received within 7 days of arrival date forfeit 100% of total booking cost.
- Reservation Amendment Fee of \$55 may apply.

