

2020/21 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 (blocks of 7, 14, 21 days etc. only)
- From **1st - 16th Feb 2020** existing Summer Holiday Guests can make changes or extensions to their booking – subject to availability
- From **17th Feb 2020** sites or accommodation not rebooked will be released to the general public for new bookings
- Full payment for your Summer Holiday 2020/2021 reservation is required prior to the **30th November 2020**. No extension of time will be given. Your reservation will automatically be cancelled **after 5pm on the 30th November 2020** if full payment is not received. Reservations cannot be changed within 30 days of final payment date (**30th November 2020**)
- 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
- 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 1 nights tariff for accommodation and \$200 for sites
- Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies
- 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
- Check In / Out Days for 2020/2021:
 - Saturday to Saturday:** Beach Houses, Garden Villas, Ensuite Tent Sites, Tent Sites
 - Sunday to Sunday:** Surf House, Surf Villa, Ensuite Van Sites, RV Sites, Drive Through Van Sites, Powered Van Sites
 - Monday to Monday:** Getaway Cabins

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PEAK PERIOD - DEPOSITS, BALANCE PAYMENTS & CANCELLATIONS

Summer NSW School Holiday period 2020/21

- Direct bookings - deposit 1 nights' accommodation for cabins
- Direct bookings - deposit \$200.00 for all sites or full payment if total cost is less than \$200.00
- Balance payments for all cabins and sites must be paid by **30 November 2020**
- Cancellations received up to 29 days prior to arrival will forfeit 1 night tariff with remaining balance provided as refund
- Cancellations received 28 days and up to 8 days prior to arrival: will forfeit 50% of total booking cost with remaining balance provided as a refund
- Cancellations received within 7 days of arrival date will forfeit 100% of total booking cost
- Reservation Amendment Fee of \$55 may apply