



## REBOOKING PROCEDURE FOR PORT STEPHENS BEACHSIDE HOLIDAY PARKS – SUMMER 2018/19

- 2017/2018 summer holiday guests (who have stayed a minimum 7 nights) have the first opportunity to rebook the same days/dates depending on park preference for the 2018/2019 summer holidays.
- It is recommended that you rebook as soon as possible after arrival. Bookings can be made until the day prior to your departure. If you choose not to rebook the site / cabin it will be released into our general availability after your departure.
- A deposit of 2 nights' accommodation is required to confirm your reservation
- Specific sites / cabins **cannot** be guaranteed. These requests will be noted and every effort made to honour them where possible.
- Reservations are **not** transferable. If guests are unable to keep their reservation due to other commitments, our cancellation policy will apply.
- Full payment for your 2018/19 summer holiday reservation is required by 31<sup>st</sup> October 2018. A reminder letter / email will be sent to your nominated address one month prior to your balance due date to reconfirm the balance owing and date payment is due. If payment is not received by the due date your reservation will be automatically cancelled. (Deposits are Non Refundable)
- Amendments to your reservation may be accepted until the balance due date however minimum night rules will be enforced and an amendment fee of \$55.00 will be charged.
- We do not keep a waitlist.
- Tariffs covers up to 2 people on a site or 2 adults and up to 3 children in accommodation.
- Park rules, terms and conditions will be sent with your confirmation letter. We ask that you read this information prior to arrival. You will be required to complete a guest registration form on arrival. By signing this registration form you are agreeing to our terms and conditions. If not signed we reserve the right to deny you access, no refunds will be provided.
- Photo ID may be requested upon arrival to confirm that identity matches the reservation.
- Tariffs are subject to change.