

## 2025/26 Deposits and Cancellation Policy - Effective from 1 July 2025 to 30 June 2026

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

No:	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

No:	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

No:	Reservation Date Change
1.9	Reservation date changes can only be made up to 8 days prior to arrival. There is no fee for dates changes, however additional changes may be applicable for any tariff difference.

### 2. Peak Deposit and Cancellation Policy

No:	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

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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
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No:	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 in addition to any tariff difference payable.
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
2.12	No refunds are given for unused portions of your booking, including no-shows and early departures

### 3. Check-in Conditions

No:	Conditions
3.1	Officially issued photo identification document matching credit card on the reservation is required at check-in.

### 4. Notes:

<ul style="list-style-type: none"> <li>When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit &amp; Cancellations Policies apply</li> <li>Online bookings must be paid in full at the time of booking (with the exception of Payment Plans)</li> <li>A Deposit is required to hold any reservation</li> <li>A 48 hour cooling off period applies to all reservations made. If a reservation is cancelled within 48 hours no cancellation fee applies, <b>unless arriving within 8 or more days from the date the reservation was made</b></li> </ul>
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