

## Advantages of Re-booking at Port Stephens Beachside Holiday Parks

- Flat re-booking rate only available to guests who re-book for the next year prior to departure day
- Peace of mind of securing your booking in periods which will normally sell out
- Ability to make adjustments/extensions to booking before bookings are open to the general public (Subject to availability)
- Secure preferred site/cabin for your booking (Subject to availability)

## 2023/24 Peak Season Re-Booking Terms and Conditions

Existing Summer Holiday Guests (*who have stayed a minimum 7 night stay*) have the first opportunity to re-book for next year.

For Re-Booking in 2023/24 stays are now only available on specific dates.

| IMPORTANT DATES               | ACTIVITY/ACTIONS  |
|-------------------------------|---|
| <b>Before 31 January 2023</b> | Existing Summer Holiday Guests who have stayed 7 nights or more can rebook  |
| <b>1 - 28 Feb 2023</b>        | Existing Summer Holiday Guests can make changes or extensions to their booking – subject to availability  |
| <b>1 March 2023</b>           | Sites or accommodation not rebooked will be released to the general public for new bookings only through Holiday Park's Reservations Department |

### Important Notes:

1. 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 required by staff
2. **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



3. Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies
4. 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

### Peak Period – Deposits, Balance payments and Cancellations - Summer NSW School Holiday Period 2023/24

#### Deposit Rules

- Applies to Summer School Holidays, Easter and Labour Day Long Weekend
- Deposit is 1 night's tariff (cabins)
- Deposit is **\$200** (sites)
- Final payment is **due 28 days prior to arrival date**
- 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

#### Cancellation Policy

- Full refund applies to reservations cancelled **29 or more days prior to arrival**
- Partial refund of 50% of the total for reservations cancelled **between 28 days to 15 days from arrival**
- Reservations **cancelled within 14 days from arrival** will forfeit full amount of the reservation
- Reservation Amendment Fee of \$55 may apply for change of dates, number of guests and/or accommodation types
- Amendments are **NOT accepted within 14 days of arrival**. Cancellation Policy applies

