

2020/21 Deposit and Cancellation Policy

Effective from 1 July 2020 to 30 June 2021

General Deposit & Cancellation Rules

Applicable Periods	Deposit Rules	Cancellation Rules
<ol style="list-style-type: none"> Queen's Birthday Long Weekend Winter School Holidays Autumn School Holidays (includes ANZAC Day) (excludes Easter period) Spring School Holidays January (after Australia Day), February, March, April, May, June, July, August, September, October, November, and December (until start of School Holidays) 	<p>Online reservations:</p> <ul style="list-style-type: none"> - full payment required at booking time 	<p>8 or more days from to arrival:</p> <ul style="list-style-type: none"> - \$50 Admin Fee will be charged, balance provided as refund
	<p>Direct reservations:</p> <ul style="list-style-type: none"> - deposit 1 night tariff 	<p>7 days or less from arrival:</p> <ul style="list-style-type: none"> - standard deposit is forfeited (1 night tariff) - refund any additional funds paid

General Deposit & Cancellation Grace Period:

Deposits are required to hold all reservations. A 48 hour cooling off period applies to all reservations. If a reservation is cancelled within 48 hours no cancellation fee will apply, unless arriving within 7 days from the date the reservation was created.

General Deposit & Cancellation Conditions:

When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit & Cancellations Policy applies.

Peak Season Deposit & Cancellation Rules

Applicable Periods	Deposit Rules	Cancellation Rules
<ol style="list-style-type: none"> Australia Day Long Weekend Easter Long Weekend Labour Day Long Weekend Summer School Holidays 	<p>Online reservations:</p> <ul style="list-style-type: none"> - full payment required at booking time 	<p>Up to 29 days prior to arrival:</p> <ul style="list-style-type: none"> - forfeit 1 Night tariff - remaining balance provided as refund
	<p>Direct reservations:</p> <ul style="list-style-type: none"> - Cabins deposit 1 nights tariff - Sites deposit of \$200 or full payment if booking total cost is less than \$200 	<p>28 days and up to 8 days prior to arrival:</p> <ul style="list-style-type: none"> - forfeit 50% of total booking cost - remaining balance provided as refund
	<p>Full payment:</p> <ul style="list-style-type: none"> - by 30 November - Failure to pay full booking amount will result in booking cancellation without notification - Deposit will be forfeited 	<p>Within 7 days from arrival date:</p> <ul style="list-style-type: none"> - forfeit 100% of total booking cost

Notes: 1. An Amendment fee \$55 per booking for all changes

2. Changes are NOT accepted within 30 days of final payment date (30 November 2020)

Peak Season Deposit & Cancellation Grace Period:

Deposits are required to hold all reservations. A 48 hour cooling off period applies to all reservations. If a reservation is cancelled within 48 hours no cancellation fee will apply, unless arriving within 7 days from the date the reservation was created.

Peak Season Deposit & Cancellation Conditions:

When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit & Cancellations Policy applies.