

2023 | 2024 Deposits and Cancellation Policy

Effective from 1 July 2023 to 30 June 2024



The following policies apply to reservations made directly with Beachside Holiday Parks. *Excludes any reservations made through a 3rd Party Travel Agency as well as any promotional packages and tariffs.*

1. General Deposit and Cancellation Policy

Deposit Rules

- 1.1. Includes Autumn, Winter and Spring School Holidays, Anzac Day and Queens Birthday Long Weekend
- 1.2. Deposit is 1 night's tariff
- 1.3. Full payment is due upon arrival

Cancellation Policy

- 1.4. Full refund applies to reservations cancelled 15 or more days prior to arrival
- 1.5. Reservations cancelled within 14 days from arrival will forfeit 1 nights tariff with the balance provided as a refund
- 1.6. Guests who require their booking to be moved to a new date are allowed 1 free amendment. Any amendment after will incur a \$50 amendment fee.
- 1.7. 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. Peak Deposit and Cancellation Policy

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
- 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

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 \$50 may apply for change of dates, number of guests and/or accommodation types
- 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

3. NOTES:

- *When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit & Cancellations Policies apply*

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- *Online bookings must be paid in full at the time of booking (with the exception of Payment Plans)*
- *A Deposit is required to hold any reservation*
- *A 48 hour cooling off period applies to all reservations made. If a reservation is cancelled within 48 hours no cancellation fee applies, **unless arriving within 14 days** from the date the reservation was made*