

Terms & Conditions & Cancellation Policy

DEPOSITS

To secure your booking a **non-refundable** deposit, equal to the value of the first night is required at the time of your booking. Deposits can be paid by credit card or cash. We DO NOT accept Diners or American Express. The park will process your deposit against your card and send a confirmation to the email provided. Should a deposit not be received your reservation will not be processed.

OFF PEAK SEASON CAMPING & ACCOMMODATION

Final payment is required **on the day of arrival**, this must be paid by either credit card or cash.

PEAK SEASON CAMPING

Final payment is required **7 days prior to arrival**, this must be paid by either credit card or cash

PEAK SEASON ACCOMMODATION

Final payment is required **30 days prior to arrival**, this must be paid by either credit card or cash.

CANCELLATION

OFF PEAK SEASON CAMPING & ACCOMMODATION

Cancellation of a booking (Camping & Accommodation) during OFF Peak Season received outside 30 days prior to the arrival date can be processed in two ways:

1. The deposit is refundable less a \$30 administration fee.
2. The full deposit is held as a credit towards a future stay which must be used within 6 months of the original booking date.

Any additional payments you have made will be refunded to your credit card within 24 hours of the cancellation of the booking.

Cancellation of an OFF Peak Season booking inside 30 days will result in you losing your

one-night deposit. All other monies will be refunded to your credit card within 24 hours of the cancellation.

PEAK SEASON CAMPING

Cancellation of a booking during peak season on a camp site within 7 days of arrival would be full balance being non-refundable however we have offered cancellation insurance to cover any out of pocket costs.

PEAK SEASON ACCOMMODATION

Cancellation of an accommodation booking during peak season within 30 days of arrival will result in the full balance being non-refundable however we have offered cancellation insurance to cover any out of pocket costs.

Change of Date

Change of dates can be made at any time up until 24 hours prior to arrival, subject to availability.

Any change of rates resulting in an increase for the new travel dates will require payment at the time the changes are applied. If this results in a credit this will be at the discretion of Management regarding refunds or credits held.

Early Departure

We do not refund should you change your plans and or weather hinders your activities, particularly during peak season when minimum stays apply.

Special Promotions

Some Bookings made under special promotional rates are heavily discounted. These bookings must be made in full at time of booking. Changes or cancellations are not permitted and no refunds will be issued.

Damages

Damages or extra cleaning fees may be charged to your account if deemed necessary by the Manager. You will be notified of such charges. They will be deducted from the credit card provided.

Special Requests

Special requests are not guaranteed at time of booking. Of course, we will endeavour to assist you with any requests you may have.

Visitor Policy

Registered guests are allowed to have visitors visit them at their accommodation from 8am and must depart by 9pm. Visitors must park at the front of the park and call into reception to let managers know who they will be visiting and the duration of the visit. If your visitor intends to use the pool and children's play equipment a daily fee of \$5 per person will apply.

Check In

Check in time is 2pm for accommodation and 11am for all powered and unpowered sites. For BIG4 members only every effort will be made to accommodate guests arriving before the check in time subject to availability.

Check out

BIG4 members can also request a late checkout subject to availability. All other check outs must have departed strictly by 10am on day of departure.

Occupants

The quoted tariff is based on the number of adults and children at the time of booking. Should you wish to accommodate extra guests, this may be possible up to the maximum occupancy for the accommodation. This will incur an additional charge per extra person from the age of 2 years and above.

Sites are allocated for one vehicle only. Each site has a maximum occupancy of 6 Adults or a combination of 4 Adults and 4 Children including infants and cannot be exceeded.

Office Hours

Office hours are 8am to 5.30pm 7 days a week. Should you be arriving outside of these hours please let us know so we can inform you of our late check in procedure. Please note on public holidays there will be restricted office hours.

Emergencies

In the unlikely event that there are any issues in the park that require immediate attention please contact the emergency number below. This is also located on the back of your park map or the front door of reception.

EMERGENCY NUMBER 0413 298 018

Noise Curfew

For the consideration of all our guests we request that after 9pm, noise is kept to a minimum. No music is to be played after this time. If guests do not comply, and cause a disturbance to others, management reserves the right to ask you to leave without a refund.

Pets

Pets are permitted. Please see [pet policy](#) for terms and conditions.

Inclusions

All linen and bath towels are provided. Accommodation is serviced every 4 days for stays of 7 days or longer. Children's cots are available for hire at the cost of \$5.00 per stay. Please notify us at time of booking if you require this.