



EAGLE POINT CARAVAN PARK

Reservation & Refund Policy

ALL VISITORS MUST REPORT TO PARK OFFICE UPON ARRIVAL

RESERVATIONS

Payments/Deposits

Peak Period Bookings - Easter & Christmas

The price of the first night's accommodation will be taken as a deposit, or \$100.00 for a site deposit.

A Christmas balance is to be paid in full by 31 October.

An Easter balance is to be paid in full one month prior to arrival.

Shoulder Period Bookings

For accommodation, the cost of the first night be taken as a deposit and the balance will be paid on arrival.

For sites, the deposit is \$100 (or full payment if the tariff less than \$100) with any balance to be paid on arrival.

Full payment of fees is required on arrival.

Off Peak Period Bookings

The cost of the first night will be taken as a deposit and the balance will be paid on arrival.

Full payment of fees is required on arrival.

CANCELLATIONS AND REFUNDS

Refunds of deposits and fees paid will be available under the following circumstances

Peak Period Cancellations - Easter & Christmas

Cancellations providing more than 30 days' notice in relation to the scheduled arrival date will be refundable, excluding a \$35 administration fee.

Cancellations made inside 30 days of the scheduled arrival date will result in the forfeiture of all monies paid unless the site/accommodation can be rebooked.

Shoulder Period Cancellations

Cancellations providing more than 15 days' notice in relation to the scheduled arrival date will be refundable, excluding a \$35 administration fee.

Cancellations inside 15 days of the scheduled arrival date will result in the forfeiture of all monies paid.

Off Peak Period Cancellations

Cancellations providing more than 24 Hours' notice in relation to the scheduled arrival date will be refundable, excluding a \$35 administration fee.

Cancellations inside 24 hours of the scheduled arrival date will result in the forfeiture of all monies paid.

REFUND OPTIONS

Refund options with sufficient notice

Option A: Credit to a future booking, to be used within 12 months

Option B: Refund of deposit or prepayment less administration fees

Please Note:

No shows without notifying the park will not be refunded or transferred.

Early departures will not be refunded.

If you do not arrive by 10am on the day after your scheduled arrival date, your booking will be cancelled without a refund and the site made available to be rebooked by other guests.

All cancellations need to be confirmed in writing/email.



REBOOKING POLICY

Peak Period bookings – Easter & Christmas

Cancellations with sufficient notice

When Cancellation is provided by a camper with more than 30 days' notice in relation to the scheduled arrival date, The camper has opportunity to rebook the same site for the same dates for the following year IF a deposit is placed before 1st February.

When Cancellation is provided by a camper with more than 30 days' notice in relation to the scheduled arrival date, but the camper does not want to rebook the same site or doesn't want to rebook the same dates for the following year, the site is made available to others the following year. (i.e. they lose the site)

Cancellations without sufficient notice

When Cancellation is provided by a camper inside of the 30 days' notice in relation to the scheduled arrival date, the camper will only have opportunity to rebook the same site for the same dates for the following year - if it's the first year of cancellation and a deposit is placed before 1st February and the Park's management deems the reason is valid (i.e. major event effecting stay)

When Cancellation is provided by a camper inside of the 30 days' and it is not the first time this has happened, the site is made available to others the following year. (i.e. they lose the site)

Due to the high demand associated with our Park over peak period, if a cancellation is provided by a camper 2 years in a row, the site will be made available to others the following year. (i.e. they lose the site)

Shoulder and Off Peak Periods

When Cancellation is provided by a camper the camper has the opportunity to rebook the site at time of cancellation. If site is not rebooked, it is made available to other campers.

PLEASE NOTE:

While we greatly appreciate and respect the campers who frequently come to our great town to camp on the foreshore, this Park is situated on Crown Land and Council is committed to providing equal opportunity to everyone to enjoy the campgrounds. Therefore, no booking has preference over another outside of the above booking guidelines.

Bookings must be made and confirmed by a Council Officer and transferring bookings without the consent of Council is not permitted.