

Cancellation Policy

1 Feb 2022 – 31 Jan 2023



Refunds of deposits and fees paid are available from Flat Rock Tent Park under certain circumstances:

Peak Period Site Bookings

Where at least 28 days written notice of cancellation has been given before being due to arrive, deposits or prepayments will be refunded with the following options:

Option A: Full credit of deposit or prepayment to a future site booking. Future site booking date(s) must be provided at the time of request. Future site booking date(s) can only happen once with any site booking and if the second site booking cannot be kept the whole deposit is lost. Any future site booking dates must be within 12 months of the original site booking date.

Option B: Refund of deposit or prepayment less administration fee per site booking.

Where less than 28 days written notice has been given before being due to arrive, deposits or prepayments will be refunded with the following options:

- If management are able to rebook the site and no losses are incurred to the park, both Options A and B are applicable
- If the site is not able to be rebooked, no refund is applicable.

Shoulder and Off Peak Bookings

Where at least 14 days written notice of cancellation has been given before being due to arrive, deposits or prepayments will be refunded with the following options:

Option A: Full credit of deposit or prepayment to a future site booking. Future site booking date(s) must be provided at the time of request. Future site booking date(s) can only happen once with any site booking and if the second site booking cannot be kept the whole deposit is lost. Any future site booking dates must be within 12 months of the original site booking date.

Option B: Refund of deposit or prepayment less administration fee per site booking.

Where less than 14 days written notice of cancellation has been given, the full deposit will be forfeited. Balance of amounts above the deposit paid will be refunded either via cash, EFT or credit card upon a written application by the guest.

NOTIFICATION OF CANCELLATION OF SITE BOOKINGS WITHIN 24 HOURS OF BEING DUE TO ARRIVE - NO CREDIT OR REFUND OF ANY MONIES SHALL BE PAID.

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Booking Credit

Bookings where a credit has been retained for a future stay must be used **within 12 months** of the original booking arrival date, otherwise credit becomes expired and will no longer be available for use. Credits are not transferrable.

Severe Weather / Unforeseen Circumstances eg. Public Health Orders, State Border Closures

In the event of severe weather or unforeseen circumstances, **if deemed so by Council**, no refunds apply. Guests may apply, in writing, for the following option depending on which circumstances applies:

- Full Cancellation Prior to Arrival - a full credit of the amount paid can be used to a future site booking. Future site booking date can only happen once with any site booking and if the future site booking date cannot be kept the credit is lost. Any future site booking must be within six (6) months of the original site booking.
- Remaining stay cancellation - a credit of the remaining amount of the guest's nights left on the reservation will be held for the period of six (6) months from when the site booking was first made with the Park.
- In the event of Public Health Orders or State Border Closures, the credit applied as above will commence upon lifting of Public Health Order or reopening of State Border Closure.

How refund payments are made

Cash payments in person – refunded by cash (providing sufficient cash reserves are held in the Park, if not, then refunded by EFT).

Credit card payments – refunded back to the original credit card used at time of booking.

Cheque payment – refunded by EFT (Note: EFT refunds may take approximately 2-3 weeks for processing and posting).

Cancellation/Administration Fee - Refunds

The following cancellation/administration fee applies to all cancellations and refunds per site booking:

One night site booking in off peak \$39.00

All other site bookings \$50.00

No administration fee will be charged for individual site bookings made and cancelled on the same date.

The administration fee may be waived for cancellations in emergency situations. A request in writing must be sent to the Park Management.