



Flat Rock Tent Park
1 February 2025 to 31 January 2026
Booking & Cancellation Policy

Booking Information

Christmas Peak Period: 25 December 2025 – 7 January 2026

- Site bookings of a minimum seven nights, up to 31 October.
- Shorter site bookings taken at park manager's discretion from 1 November if the site booking can be added to the beginning or end of an existing site booking
- Payment for site bookings - \$100.00 deposit at time of site booking. 50% of accommodation charge less deposit to be paid by 31 July and remaining balance to be paid by 31 October. If making your reservation after 31 July, 50% deposit is required at time of site booking with remaining balance payable by 31 October. If making your site booking after 31 October, full payment is required at time of site booking.

Easter Peak Period – 17 April 2025 – 21 April 2025

- Site bookings of minimum seven nights taken until one month prior to Easter Holidays for the Easter weekend period only.
- Shorter site bookings taken at park manager's discretion, from one month prior to Easter Holidays if the site booking can be added to the beginning or end of an existing site booking.
- Payment for site bookings - \$100 deposit at time of site booking and remaining balance to be paid by 28 February.

Shoulder Periods – All NSW and Queensland School Holidays, excluding Christmas and Easter Peak Season

- Minimum four nights site booking.
- Shorter site bookings taken at Park Manager's discretion if the site booking can be added to the beginning or end of an existing site booking.
- Payment for site bookings - \$100.00 deposit at time of site booking with balance on arrival.

Shoulder Periods – All NSW and Queensland Public Holidays, including long weekends, excluding Christmas and Easter Peak Season

- Minimum three night site booking.
- Payment for site bookings - \$100.00 deposit at time of site booking with balance on arrival.

Off Peak Period – Friday - Sunday

- Minimum two night site booking.
- Payment for site bookings – one night's accommodation deposit at time of site booking with balance on arrival.

Off Peak Period – Monday to Thursday

- Minimum one night site booking.
- Payment for site bookings – one night's accommodation charge at time of site booking.

Whilst every effort is made to provide specific site bookings, management reserves the right to relocate or change the booked site number prior to or on arrival.

Bookings can only be made up to 12 months in advance.

Booked sites will only be held for 24 hours from booked time of arrival, unless otherwise arranged. No credits or refunds will be given for no-show bookings.

Cancellation Policy

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

Peak Period Site Bookings

Where at least 30 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: **Guest Credit**

A full credit of deposit or prepayment to the value of your existing site booking to be held for use up to 12 months from date of credit processed. If the credit is not used for a stay prior to the 12 months from date credit is processed, the credit will be void, of no value and any unused value will not be refunded. Once a guest credit has been offered and accepted, no subsequent refunds will be offered.

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

Where less than 30 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: **Guest Credit**

A full credit of deposit or prepayment to the value of your existing site booking to be held for use up to 12 months from date of credit processed. If the credit is not used for a stay prior to the 12 months from date credit is processed, the credit will be void, of no value and any unused value will not be refunded. Once a guest credit has been offered and accepted, no subsequent refunds will be offered.

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.

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

In the event that Council receives and acknowledges severe weather warnings or notification of unforeseen circumstances such as border closures, guests may apply, in writing for the following option depending on which the circumstances applies:

- Full Cancellation Prior to Arrival - a full credit will be held for the period of six (6) months from when the site booking was first made with the Park.
- 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.

Credits

Bookings where a credit has been retained for a future stay must be used **within 12 months** of the date of credit processed, otherwise credit becomes expired and will no longer be available for use or available for refund.

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	\$45.00
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.

Should people vacate a site early, no refund or credit is to be given.

Tariffs and deposits are not refundable if your stay is cut short.