

# Cancellation Policy

1 Feb 2023 – 31 Jan 2024



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: 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 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: 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.**

## **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:

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- 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 credits originating date, 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	\$40.00
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.

## General

### Late Departure Fee

Late departure fee of \$20.00 per site, is applicable if guests request a late checkout or have not vacated the site by the advertised check-out time. The latest check out time is 3.00pm (at Manager's discretion).

### All Seasons

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.

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.

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## Rates

Rates are based on 2 adults – fees apply for additional occupants.

You must be over 18 years of age to book and stay with us, if you are not accompanied by a parent or guardian. Proof of age may be required.

Credit card surcharge fees may apply.