

# 2023 | 2024 Deposits and Cancellation Policy

## Effective from 1 July 2023 to 30 June 2024



The following policies apply to reservations made directly with Beachside Holiday Parks. *Excludes any reservations made through a 3<sup>rd</sup> Party Travel Agency as well as any promotional packages and tariffs.*

### 1. General Deposit and Cancellation Policy

#### Deposit Rules

- 1.1. Includes Autumn, Winter and Spring School Holidays, Anzac Day and Kings Birthday Long Weekend
- 1.2. Deposit is 1 night's tariff
- 1.3. Full payment is due upon arrival

#### Cancellation Policy

- 1.4. Full refund applies to reservations cancelled 15 or more days prior to arrival
- 1.5. Reservations cancelled within 14 days from arrival will forfeit 1 nights tariff with the balance provided as a refund
- 1.6. Booking date amendments can only be made up to 15 days from arrival date. Booking date amendments within 14 days from arrival will not be accepted. Guests who require their booking to be moved to a new date are allowed 1 free amendment. Any amendment after will incur a \$55 amendment fee.
- 1.7. Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies

### 2. Peak Deposit and Cancellation Policy

#### Deposit Rules

- 2.1. Applies to Summer School Holiday period, Easter and Labour Day Long Weekend
- 2.2. Deposit is 1 night's tariff (for cabins)
- 2.3. Deposit is \$200 (for caravan & camping sites)
- 2.4. Final payment is due 28 days prior to arrival date
- 2.5. If full payment is not received as described above, reservation will be cancelled without notification. Any Deposit paid will be forfeited with any remaining balance provided as a refund as per Cancellation Policy

#### Cancellation Policy

- 2.6. Full refund applies to reservations cancelled 29 or more days prior to arrival
- 2.7. Partial refund of 50% of the total for reservations cancelled between 28 days to 15 days from arrival
- 2.8. Reservations cancelled within 14 days from arrival will forfeit full amount of the reservation
- 2.9. Reservation Amendment Fee of \$55 may apply for change of dates, number of guests and/or accommodation types
- 2.10. Amendments are NOT accepted within 14 days of arrival. Cancellation Policy applies
- 2.11. Reservations are NOT transferable to another person. If guests are unable to keep their reservation due to other commitments/situations, our cancellation policy applies

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### 3. NOTES:

- *When reservations cross over two Deposit and Cancellation Policy Periods, the Peak Season Deposit & Cancellations Policies apply*
- *Online bookings must be paid in full at the time of booking (with the exception of Payment Plans)*
- *A Deposit is required to hold any reservation*
- *A 48 hour cooling off period applies to all reservations made. If a reservation is cancelled within 48 hours no cancellation fee applies, **unless arriving within 14 days** from the date the reservation was made*