



Casual Bookings and Seasonal Permits Booking Conditions

For all bookings from 1 July 2021

By making a booking you accept the following terms and conditions.

Check In:

From 12pm for Campsites & From 2pm for Cabins. If arriving after 5pm please contact reception.

Check Out:

10am on day of departure. Late check outs can be arranged – a fee may apply.

Deposits and Payments:

Off Peak, Shoulder and Low Season

- A deposit of one night's tariff is payable at time of booking.
- The balance is payable on arrival.

Prime season and Easter

- A deposit of \$200 is payable at time of booking.
- The balance is payable by **November 1** for December bookings and **March 1** for Easter bookings.

Peak and Long Weekends (includes Melbourne Cup, Labour Day, Anzac Day, Queens Birthday and special events)

- A deposit of one night's tariff is payable at time of booking.
- The balance is payable two weeks before arrival.

Bookings are NOT TRANSFERABLE.

Cancellation Policy:

Off Peak and Shoulder

- Free cancellation until 24 hours prior to arrival.
- No refund for cancellations within 24 hours of arrival or during your stay.

Prime season and Easter

- Free cancellation for bookings cancelled 30 days or more prior to arrival.
- For cancellations 7–30 days prior to arrival, a cancellation fee equal to 50% of the total booking will be charged.
- For cancellations within 7 days of arrival or during the stay, there is no refund.

Peak and Long Weekends (includes Melbourne Cup, Labour Day, Anzac Day, Queens Birthday and special events – 3 night minimum)

- For cancellations within 14 days of arrival, a cancellation fee equal to 50% of the total booking value will be charged.
- Cancellations on the day of the booking or during the stay will not receive a refund.

Booking terms and conditions agreed to upon original booking still apply.

COVID-19 Flexible Cancellation Policy

What you need to know:

Should any of the below impact your stay, you will be offered a full refund if:

- You or an immediate family member becomes sick with COVID-19
- You are forced into self-isolation
- You are awaiting the results of a COVID-19 test or
- A State Government or Commonwealth Government directive is issued and means you are no longer able to travel to or from your destination.

Number of Guests:

All camping/caravan site bookings include 2 people. At least one adult must be in each group. Extra adults (\$15) and children (\$10) per night.

All cabin bookings include 2 adults and 2 children. Extra adults and children will incur a fee of \$17 per night. A child is classified as aged 6–17. Infants are free.

Camp Site and Cabin Guarantees:

Caravan park management reserve the right to move bookings to manage our business. Whilst we make every effort to provide guests with the accommodation requested, there are occasions when bookings may need to be moved to another site or cabin. If this occurs, we will make every attempt to notify guests of the change prior to their arrival.

If the alternative accommodation is of the same standard (cabin) or at the same location (site), no refunds will be offered to guests and the cancellation policy will apply.

If the alternative accommodation is of a lower standard (cabin) or at a different location (different park) and this does not meet the accommodation needs of the guest, a full refund will be provided.

Cleaning & Damage:

Cabins must be left in a tidy manner and facilities in working order. Dishes need to be cleaned, dried and replaced in the appropriate cupboards/drawers. If cabins are left excessively dirty, dishes unwashed or there is damage to the cabin, a fee will be charged to your credit card commensurate to the extra time required to clean or to repair the damage.

Our cabins are non-smoking. If guests have found to have smoked in the cabins, a fee will be charged to your credit card for cleaning to remove the smell and for any lost time as a result of being unable to sell the cabin due to the smell.

Marketing:

By providing your email address you agree to us sending you emails regarding park upgrades, updates and special promotional offers.

Phone: +61 3 5258 1765

Email: tourist.parks@queenscliffe.vic.gov.au

Website: www.queenscliffe.vic.gov.au/touristparks