

Terms and Conditions

General

- Management reserves the right to amend or alter prices, cabins and conditions at any time without notice.
- Cabin preference is requested but not guaranteed.
- Cabin linen is provided for all paid guests.
- You must be over 18 years of age to stay with us, if you are not accompanied by a parent.
- Late departure fee - Unless alternative arrangements have been made with the manager, occupancy exceeding the above stated hours will be charged as an additional day.
- Pets are NOT permitted.

Rates

All reservations made online must be paid in full at the time of booking. Prices are GST inclusive and are valid from 1st February 2016, and expire on the 31st January 2017

Refund Policy

Peak period 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 booking. Deferral dates must be provided at the time of request. Deferring can only happen once with any booking and if the second booking cannot be kept the whole deposit is lost. Any deferred dates must be within 12 months of the original booking date.
- **Option B:** Refund of deposit or prepayment less \$30.00 administration fee.

Where less than 28 days written notice has been given or for partial cancellation:

- If cabin is re-booked then Options A and B are applicable.
- If cabin is not re-booked, no refund is applicable.

Off Peak and Shoulder Period Bookings

Where at least 7 days (off peak) or 14 days (shoulder) 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 booking. Deferral dates must be provided at the time of request. Deferring can only happen once with any booking and if the second booking cannot be kept the whole deposit is lost. Any deferred dates must be within 12 months of the original booking date.
- **Option B:** Refund of deposit or prepayment less \$30.00 administration fee.

NB This administration fee is charged regardless of cash, cheque or credit card

Where less than 7 days (off peak) or 14 days (shoulder) written notice of cancellation of the booking has been given and the cabin is rebooked then Option A or Option B above apply for the nights rebooked. If the cabin is not rebooked deposits or prepayments will not be refunded. Guests must enquire with the office after the cancelled reservation departure date to confirm the eligibility for a refund.

Notification for a booking cancelled within 24 hours of being due to arrive will forfeit the full deposit.

How refund payments are made

- **Cash payments** in person – refunded by cash (providing sufficient cash reserves are held, if not, then refunded by cheque)
- **Credit card payments** – refunded back to the original credit card
- **Cheque payment** – refunded by cheque (note, cheque refunds may take approximately 2-3 weeks for processing and posting)

All Seasons:

- Should people vacate a cabin early due to weather conditions no refund is to be given.
- Tariffs and deposits are not refundable if your stay is cut short.
- Management reserves the right to relocate or change the booked cabin number prior to or at arrival.
- Booked cabins will only be held for 24 hours from booked time of arrival, unless otherwise arranged.
- Compassionate:
 - No administration fee will be charged for bookings made and cancelled the same day.
 - Customers can write to management requesting a refund for cancellation of bookings due to death or sickness. Your request will be assessed by the Manager to determine whether a refund will be given. It is recommended that upon cancelling the booking you notify the Manager of your reason to support your case.
 - Customers will receive compensation of 25% off tariff price for nights without operational use of any major fixed appliance.

Cabin/site bookings by season

Christmas School Holidays Peak Season:

A minimum booking of five nights applies up until 30 November. Shorter bookings taken at the Manager's discretion from 1 December or earlier if the booking can be added to the beginning or end of an existing booking ("Gap Filling").

September/October School Holidays Season:

Up until one month prior to commencement of September/October school holiday's a minimum booking of three nights will apply. Bookings of less than three nights taken after this time is at the discretion of the Manager or earlier if the booking can be added to the beginning or end of an existing booking.

Easter School Holidays Peak Season:

Up until one month prior to Easter a minimum booking of three nights is required. Bookings of less than three nights taken after this time is at the discretion of the Manager or earlier if the booking can be added to the beginning or end of an existing booking.

Off Peak Season:

There is no minimum booking.

Cabin Allocation

Cabin allocation is at the Manager's discretion. Cabin preference can be requested but no guarantee of a particular cabin is given to a customer.

Payments for Bookings

- Christmas - cabins - from \$250 at the time of booking. Balance to be paid prior to 30 October by cheque, cash, eftpos or credit card.
- Easter - cabins - from \$250 at the time of booking. Balance to be paid prior to 28 February by cheque, cash, eftpos or credit card.
- Other school holidays and booking periods - cabins - from \$100 at the time of booking with balance on arrival.