



This applies to all bookings taken directly through the Caravan Park via Email, phone and direct online bookings (not third party booking websites such as booking.com)

Deposit Policy

- **Off Peak and Shoulder Season**
A deposit of one nights tariff is payable at time of booking. The balance is payable on arrival.
- **Peak including some Long Weekends (not including December, January or Easter)**
A deposit of \$100 is payable at time of booking. The balance is payable two weeks before arrival.
- **Minimum Night Stays**
At various times throughout the year, the caravan parks require a minimum number of nights to be booked, due to high demand, for example minimum 2 night stay. This will be clearly advertised at the time of booking.
A deposit of \$100 is payable at time of booking. The balance is payable two weeks before arrival.
- **December/January casuals and Easter casuals**
A deposit of \$200 is payable at time of booking. The balance is payable by December 1st for Xmas/Jan bookings and March 1st for Easter
- **Twelve Month Permits & Seasonal Permits**
As per your permit terms and conditions
- **Glamping**
Full payment is required at time of booking.

Cancellation Policy

- **Off Peak and Shoulder Season**
Cancellations – up until 1 day before the booking will incur an administration fee of \$25 per booking
Cancellations - on the day of the booking or during the stay will not receive a refund
- **Peak including some Long Weekends (not including December, January or Easter)**
Cancellations – up until 14 days prior to the booking will incur an administration fee of \$25 per booking
Cancellations – within 14 days of the booking will incur a cancellation fee equal to 50% of the total booking value
Cancellations - on the day of the booking or during the stay will not receive a refund
- **Minimum Night Stays**
Cancellations – up until 14 days prior to the booking will incur an administration fee of \$25 per booking
Cancellations – within 14 days of the booking will incur a cancellation fee equal to 50% of the total booking value
Cancellations - on the day of the booking or during the stay will not receive a refund
Reduction in number of nights stay – are not possible, guests either pay the full value of the booking or completely cancel the booking subject to the cancellation policy
- **December/January casuals and Easter casuals**
Cancellations – up until 30 days prior to the booking will incur an administration fee of \$25 per booking
Cancellations – within 30 days and up to 7 days of the booking will incur a cancellation fee equal to 50% of the total booking value
Cancellations – within 7 days of the booking or during the stay will not receive a refund
- **Twelve Month Permits & Seasonal Permits**
As per your permit terms and conditions

PLEASE NOTE

The Anglesea Family and Lorne and Torquay Foreshore Caravan Parks 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, should time permit.

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.

BOOKINGS MADE VIA THIRD PARTY WEBSITES

All third party bookings websites (eg. booking.com) have their own cancellation policies. If a booking is made via a third party, the conditions of that particular booking entity will be adhered to. Please note that these may be different from the caravan park booking conditions.

RATE CHANGES

Rates are subject to change and are reviewed annually.

Rates generally change on July 1 each year for the following 12 month period.

Rates may change within a year should circumstances require.