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## Great Ocean Road Coast and Parks Authority Booking Terms & Conditions

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By making a booking with any of the above caravan parks you accept the following terms and conditions.

### Check In

From 12pm for Campsites & From 2pm for Cabins. If arriving after 6pm 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 and Shoulder Season*

A deposit of one nights tariff is payable at time of booking. The balance is payable on arrival.

#### *Christmas (26 Dec – 28 Jan) and Easter bookings*

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

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

A deposit of one nights tariff is payable at time of booking. The balance is payable two weeks before arrival.

### Number of guests:

All camping/caravan site bookings include 4 people. At least one adult, must be in each group.

Extra adults and children are an additional cost.

All cabin bookings include 2 adults. Extra adults and children will incur a fee.

A child is classified as aged 3-17. Infants under 3 are free.

### Camp site and Cabin Guarantees

All GORCAPA 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.

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 eg. Booking.com**

All third party bookings websites 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.

### **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.

## **Cancellation Policy**

### *Off Peak and Shoulder Season*

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

### *Christmas (26 Dec – 28 Jan) and Easter casuals*

- Free cancellation for bookings cancelled 30 days or more prior to arrival.
- For cancellations 7-30 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 including Long Weekends (not including December, January or Easter)*

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

## **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.

- 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.

Anglesea Family Caravan Park, Torquay Foreshore Caravan Park, Lorne Foreshore Caravan Park, Apollo Bay Recreation Reserve, Kennett River Family Caravan Park, Marengo Family Caravan Park, Skenes Creek Foreshore Caravan Park and Wye River Beachfront Campground are managed by the Great Ocean Road Coast and Parks Authority. All dollars raised through the Authority's operations are reinvested back into the coastal environment, caravan parks and the community. To learn more about the Great Ocean Road Coast and Parks Authority visit the website [www.greatoceanroadauthority.vic.gov.au](http://www.greatoceanroadauthority.vic.gov.au)