



**Draft**  
**Flat Rock Tent Park Fees**  
**1/2/2017 to 31/1/2018**

**FLAT ROCK TENT PARK  
FEE PERIOD 1/2/2017 to 31/1/2018**

**Accommodation Pricelist  
1 February 2017 to 31 January 2018**

**Tourist Sites Accommodation**

	<b>Proposed 2017/18 \$</b>	<b>Proposed 2017/18 \$</b>	<b>Proposed 2017/18 \$</b>
	<b>Off Peak*</b>	<b>Shoulder<sup>+</sup></b>	<b>Peak<sup>^</sup></b>
<b>Sites/night</b>			
Unpowered Site (based on 2 people)	34.00	41.00	46.00
Extra Adult	15.00	15.00	15.00
Extra Child (4-16 years incl)	8.00	8.00	8.00

Prices are GST inclusive

\*Off Peak – All periods other than Shoulder and Peak Period.

+Shoulder – All NSW and Queensland Public Holidays and School Holidays, including long weekends, excluding Christmas and Easter Peak Period.

<sup>^</sup>Peak – Christmas: 25 December 2017 – 14 January 2018  
Easter: 13 April 2017 – 17 April 2017

### **Booking Information**

#### **Christmas Peak Period: 25 December 2017 – 14 January 2018**

- Bookings of a minimum two weeks, up to 30 September.
- Bookings of a minimum one week, from 1 October.
- Shorter bookings taken at park manager's discretion from 1 December if the booking can be added to the beginning or end of an existing booking
- Payment for bookings - \$100.00 deposit at time of booking. 50% of accommodation charge less deposit to be paid by 31 July and remaining balance to be paid by 31 October. If making your reservation after 31 July, 50% deposit is required at time of booking with remaining balance payable by 31 October. If making your booking after 31 October, full payment is required at time of booking.

#### **Easter Peak Period – 13 April 2017 – 17 April 2017**

- Bookings of minimum one week taken until one month prior to Easter Holidays for the Easter weekend period only.
- Shorter bookings taken at Park manager's discretion if the booking can be added to the beginning or end of an existing booking.
- Payment for bookings - \$100 deposit at time of booking and remaining balance to be paid by 28 February.

#### **Shoulder Periods – All NSW and Queensland Public Holidays & School Holidays, including long weekends, excluding Christmas and Easter Peak Season**

- Minimum two night booking (subject to park manager's discretion).
- Payment for bookings - \$100.00 deposit at time of booking with balance on arrival.

#### **Off Peak Period**

- Minimum two night booking (subject to park manager's discretion).
- Payment for bookings – one night's accommodation deposit at time of booking with balance on arrival.

Whilst every effort is made to provide specific site bookings, management reserves the right to relocate or change the booked site number prior to or on arrival.

### **Cancellation Policy**

Refunds of deposits and fees paid are available from Flat Rock Tent Park under certain circumstances:

#### **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. Future booking date(s) must be provided at the time of request. Future booking date(s) can only happen once with any booking and if the second booking cannot be kept the whole deposit is lost. Any future booking dates must be within 12 months of the original booking date.

Option B: Refund of deposit or prepayment less administration fee.

Where less than 28 days written notice has been given before being due to arrive, deposits or prepayments will be refunded with the following options:

- If management are able to rebook the site and no losses are incurred to the park, both Options A and B are applicable
- If the site is not able to be rebooked, no refund is applicable.

#### **Shoulder and Off Peak Bookings**

Where at least 14 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. Future booking date(s) must be provided at the time of request. Future booking date(s) can only happen once with any booking and if the second booking cannot be kept the whole deposit is lost. Any future booking dates must be within 12 months of the original booking date.

Option B: Refund of deposit or prepayment less administration fee.

Where less than 14 days written notice of cancellation has been given, the full deposit will be forfeited. Balance of amounts above the deposit paid will be refunded either via cash, cheque or credit card upon a written application by the guest.

**NOTIFICATION OF CANCELLATION OF BOOKINGS WITHIN 24 HOURS OF BEING DUE TO ARRIVE - NO REFUND OF ANY MONIES SHALL BE PAID.**

#### **How refund payments are made**

Cash payments in person – refunded by cash (providing sufficient cash reserves are held in the Park, 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)

**Administration Fee - Refunds**

A \$50.00 administration fee applies to all refunds.

No administration fee will be charged for bookings made and cancelled on the same day.

The administration fee may be waived for cancellations in emergency situations. A request in writing must be sent to the Park Management.

**General**

**Late Departure Fee**

Late departure fee of \$15.00 when guests staying request a late checkout. Latest check out time of 6.00pm (at manager's discretion).

**Rates**

All reservations made online must be paid in full at the time of booking.

- Should people vacate a site early, no refund or credit is to be given.
- Tariffs and deposits are not refundable if your stay is cut short.
- Booked sites will only be held for 24 hours from booked time of arrival, unless otherwise arranged. No refunds will be given for no-show bookings.

**Severe Weather**

In the event of severe weather, if deemed so by Council, no refunds apply. Guests may apply, in writing, for the following option depending on which circumstances applies:

- Full Cancellation Prior to Arrival - a full credit will be held for the period of three (3) months from when the booking was first made with the Park to be used during an Off Peak Period only.
- Remaining stay cancellation - a credit of the remaining amount of the guest's nights left on the reservation will be held for the period of three (3) months from when the booking was first made with the Park to be used during an Off Peak Period only.