

**9.6 Flat Rock Tent Park - Fees and Charges**



## **Draft Flat Rock Tent Park Fees 1 February 2021 to 31 January 2022**

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### Accommodation Pricelist 1 February 2021 to 31 January 2022

#### Tourist Sites Accommodation

	Proposed 2021/22 \$	Proposed 2021/22 \$	Proposed 2021/22 \$
	Off Peak*	Shoulder <sup>+</sup>	Peak <sup>^</sup>
Sites/night			
Unpowered Site (based on 2 people)	38.00	43.00	50.00
Premium Unpowered Site (based on 2 people) Site No. 34-43	43.00	48.00	55.00
Extra Adult	16.00	16.00	16.00
Extra Child (4-16 years incl)	9.00	9.00	9.00

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 2021 – 13 January 2022  
Easter: 2 April 2021 – 6 April 2021

- Accommodation packages such as special deals in off peak season may be applied based on the above scheduled fees.

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### **Booking Information**

#### **Christmas Peak Period: 25 December 2021 – 13 January 2022**

- Site bookings of a minimum seven nights, up to 31 October.
- Shorter site bookings taken at park manager's discretion from 1 November if the site booking can be added to the beginning or end of an existing site booking
- Payment for site bookings - \$100.00 deposit at time of site 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 site booking with remaining balance payable by 31 October. If making your site booking after 31 October, full payment is required at time of site booking.

#### **Easter Peak Period – 2 April 2021 – 6 April 2021**

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

#### **Shoulder Periods – All NSW and Queensland School Holidays, excluding Christmas and Easter Peak Season**

- Minimum seven nights site booking (subject to Park Manager's discretion).
- Shorter site bookings taken at Park Manager's discretion if the site booking can be added to the beginning or end of an existing site booking.
- Payment for site bookings - \$100.00 deposit at time of site booking with balance on arrival.

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

- Minimum three night site booking (subject to Park Manager's discretion).
- Payment for site bookings - \$100.00 deposit at time of site booking with balance on arrival.

#### **Off Peak Period**

- Minimum two night site booking (subject to Park Manager's discretion).
- Payment for site bookings – one night's accommodation deposit at time of site 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.

Bookings can only be made up to 12 months in advance.

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### General

#### Late Departure Fee

Late departure fee of \$15.00 per site, is applicable if guests request a late checkout or have not vacated the site by the advertised check-out time. The latest check out time is 6.00pm (at Manager's discretion).

#### All Seasons

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 credits or refunds will be given for no-show bookings.

#### Severe Weather / **Unforeseen Circumstances eg. Public Health Orders, State Border Closures**

In the event of severe weather **or unforeseen circumstances**, 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 site booking was first made with the Park.
- 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 site booking was first made with the Park.

#### Rates

Rates are based on 2 adults – fees apply for additional occupants.

You must be over 18 years of age to book and stay with us, if you are not accompanied by a parent or guardian. Management reserves the right to cancel any of these types of reservations.

## 9.6 Flat Rock Tent Park - Fees and Charges

### **Cancellation Policy**

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

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

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

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

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

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 SITE BOOKINGS WITHIN 24 HOURS OF BEING DUE TO ARRIVE - NO CREDIT OR REFUND OF ANY MONIES SHALL BE PAID.**

Bookings where a credit has been retained for a future stay must be used **within 12 months** of the credits originating date, otherwise credit becomes expired and will no longer be available for use.

#### **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 used at time of booking.

Cheque payment – refunded by cheque (Note: cheque refunds may take approximately 2-3 weeks for processing and posting).

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### **Cancellation/Administration Fee - Refunds**

A \$50.00 cancellation/administration fee applies to all cancellations and refunds per site booking.

No administration fee will be charged for individual site bookings made and cancelled on the same date.

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