



**Draft**  
**Flat Rock Tent Park Fees**  
**1/4/2012 to 31/3/2013**

**FLAT ROCK TENT PARK  
FEE PERIOD 1/4/2012 to 31/3/2013**

**Accommodation Pricelist**

1 April 2012 to 31 March 2013

**Tourist Sites Accommodation**

	Current 2011/12	Proposed 2012/13	Current 2011/12	Proposed 2012/13
	Off peak	Off peak	Peak	Peak
Sites/night				
Unpowered Site (based on 2 people)	28.00	29.00	35.00	36.00
Extra Adult	13.00	13.00	13.00	13.00
Extra Child	8.00	8.00	8.00	8.00

**Booking Information**

**Christmas School Holidays Peak Season**

- Bookings of a minimum two weeks, if requiring a specific site, up to 1 October.
- Bookings of a minimum one week, (site preference is not guaranteed) from 1 November.
- 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 (site preference is not guaranteed).

**Easter Period**

- 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.

**Off Peak and Shoulder Period**

- Minimum two night booking (subject to Park Manager's discretion).

**Payments for bookings**

- Christmas - one week (base rate) at the time of booking. Balance to be paid prior to 30 October.
- Other school holidays and booking periods - one night's site accommodation at time of booking with balance on arrival.

**Peak Period**

All NSW and Queensland school holidays and public holidays, including long weekends.

## **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 the site is rebooked then Options A and B are applicable.
- If the site is not rebooked, no refund is applicable.

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

Where at least 7 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 7 days written notice of cancellation has been given, a cancellation fee of the first nights accommodation will apply. Other amounts deposited above the first nights accommodation will be refunded either via cash, cheque or credit card upon a written application by the guest.

**NOTIFICATION FOR BOOKINGS CANCELLED WITHIN 24 HOURS OF BEING DUE TO ARRIVE WILL FORFEIT FULL DEPOSIT.**

### **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 \$25.00 administration fee applies to all refunds.

The refund fee may be waived for cancellations in emergency situations. No fee is charged if the site is rebooked by the customer for a future date within twelve (12) months of the original booking date. ie. When the booking was first made with the park.

## **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.

### **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.