



Draft
Flat Rock Tent Park Fees
1/2/2014 to 31/1/2015

FLAT ROCK TENT PARK FEE PERIOD 1/2/2014 to 31/1/2015

Accommodation Pricelist

1 February 2014 to 31 January 2015

Tourist Sites Accommodation

	Current 2013/14	Proposed 2014/15	Current 2013/14	Proposed 2014/15
	Off peak	Off peak	Peak	Peak
Sites/night				
Unpowered Site (based on 2 people)	30.00	30	37.00	38.00
Extra Adult	13.00	15.00	13.00	15.00
Extra Child (4-16 years incl)	8.00	8.00	8.00	8.00

Prices are gst inclusive

Booking Information

Christmas School Holidays Peak Season

- 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 - \$50 deposit at time of booking. 50% of accommodation charge less deposit to be paid by 31 July and remaining balances to be paid by 30 October.

Easter Period Peak Season

- 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 - \$50 deposit at time of booking with balance on arrival.

Other Peak Periods

- Payment for bookings - \$50.00 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.

Peak Period

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

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 at 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.

Off Peak 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, 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)

10.6 Flat Rock Tent Park - Fees and Charges 2014/15.DOC

Administration Fee - Refunds

A \$30.00 administration fee applies to all refunds.

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.

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.