



Straddie Holiday Parks Cancellation and Refund Policy

Peak/Holiday Period Bookings

- ⇒ Peak/holiday periods are classified as all of the Queensland School holidays, NSW School Holidays in the Sept/Oct only, from the first Saturday in December to the last Saturday before school resumes in January and 1 week either side of the Easter weekend.
- ⇒ Full booking payment for peak period bookings is due 2 months prior to arrival.
IF FULL PAYMENT IS NOT RECEIVED BY THE FULL PAYMENT DUE DATE, THE BOOKING WILL BE AUTOMATICALLY CANCELLED.
- ⇒ Some bookings may be cancelled. Please refer to Cancellation Options for further details.

Off-Peak Period Bookings

- ⇒ The full booking payment must be made 21 days prior to arrival in the park. If the booking date is less than 21 days prior to arrival in the camping grounds then full payment is required when making the booking.
- ⇒ Bookings can be Transferred or Cancelled. Please refer to Transfer and Cancellation Options for further details.

Transfer Option

- ⇒ The customer must give 7 days notice prior to arrival to be eligible to transfer their booking.
- ⇒ The initial booking can be transferred to another date within the next 6 months without incurring any loss of money already paid.
- ⇒ The customer can not transfer this booking more than once.
- ⇒ The Booking fee will be adjusted in line with the fee for the applicable period for which the booking has been transferred and the customer is required to pay the increase of costs if applicable.
- ⇒ Please note that there is no refund paid for the difference when bookings change from a peak period to non-peak period.
- ⇒ Less than 7 days notice prior to arrival the customer is not entitled to transfer the booking to another date unless there has been forecasted extreme weather conditions and approved by the Business Operations Manager.

Cancellation Option – (APPLIES TO EACH SITE)

- ⇒ Up to 7 days prior to arrival a cancellation fee of \$20.00 will be charged. If the amount paid is less than \$20.00 the customer will forfeit the whole payment.
- ⇒ If cancelling within 7 days prior to arrival (not including day of arrival) in the camping grounds, a cancellation fee of 50% (or a minimum of \$20.00) of the full booking amount will be charged. If the amount paid is less than \$20.00 the customer will forfeit the whole payment.
- ⇒ If cancelling on booking arrival day, a cancellation fee of 100% of the full booking amount will be charged.
- ⇒ If cancelling due to forecasted extreme weather conditions and approved by the Business Operations Manager, a cancellation fee of \$20.00 will be charged. If the amount paid is less than \$20.00 the customer will forfeit the whole payment.

Refunds

- ⇒ No refund will be granted for customers who choose to leave the Holiday Parks/Foreshore Camping areas early or do not show up for any circumstance.
- ⇒ Wet weather is not a circumstance for either a refund/credit or transfer.
- ⇒ All applications for refunds/transfers of bookings without 7 days notice must be made in writing to the Business Operations Manager, Straddie Holiday Parks, PO Box 160, Dunwich QLD 4183 or by fax 34099568 with supporting documentation e.g. medical certificate, death certificate, invoice for mechanical repairs. Please ensure you include your reservation number and current contact details.

PLEASE NOTE: PRICES ARE SUBJECT TO CHANGE WITHOUT NOTIFICATION

Conditions of Entry and Accommodation at Parks

The camping ground is located within a Reserve under the control of the Council. State Regulations, By-laws and Policies of Redland City Council apply to all caravan parks and camping areas. An official receipt of payment is recognised as acceptance by all campers, and their guests, of these policies and as an official permit to stay during its period of currency, unless it is made void sooner as a result of misconduct as described in House Rules which are available upon arrival at the park.

Authorised Straddie Holiday Parks personnel are able to evict campers or their guests from the caravan park or camping area, if the camper or their guests have failed to perform or observe any of the obligations listed in the House Rules. Verbal notice by the Straddie Holiday Parks authorised personnel is sufficient. In this case, fees paid will not be refunded.

Payment Methods

In Person:

Pay over the counter at Redland City Council's Customer Service Centres:

- **Cleveland Customer Service Centre**
91-93 Bloomfield Street, Cleveland
- **Capalaba Customer Service Centre**
Noeleen Street, Capalaba

By Post:

Make cheque/money order (With full name, address & reservation details written on back) payable to **Redland City Council** and post to:

Straddie Holiday Parks
PO Box 160
DUNWICH QLD 4183

By Phone:

Call 1300 551 253 and pay by MasterCard or Visa.

Visit our web site at
www.straddieholidayparks.com.au