



WARRNAMBOOL  
CITY COUNCIL

# **Surfside Holiday Parks Booking Policy**

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## TABLE OF CONTENTS

1. INTRODUCTION .....	5
1.1. Purpose .....	5
1.2. Scope.....	5
1.3. Definitions .....	5
1.4. References .....	6
2. BOOKINGS.....	6
3. DEPOSITS .....	6
3.1. Peak Season Deposits.....	6
3.1.1 Sites.....	6
3.1.2 Cabins.....	6
3.2. Other than Peak Season Deposit.....	6
3.1.3 Sites.....	6
3.1.4 Cabins.....	6
4. MINIMUM NIGHTS BOOKING .....	6
4.1. Peak Season Summer Night Bookings .....	6
4.1.1 Sites.....	6
4.1.2 Cabins.....	6
4.2. Labour Day Long Weekend, Easter, May Race Week and Melbourne Cup Long Weekend Bookings .....	7
4.2.1 Sites.....	7
4.2.2 Cabins.....	7
4.3. Other Than Peak Season.....	7
4.3.1 Sites.....	7
4.3.2 Cabins.....	7
5. BALANCE OF PAYMENTS .....	7
5.1. Peak Season Balance of Payments .....	7
5.2. Labour Day Long Weekend, Easter, May Race Week and Melbourne Cup Long Weekend Balance of Payments .....	7
5.3. Other than Peak Season Balance of Payments .....	7
6. CANCELLATIONS & REFUNDS .....	7
6.1. Peak Season Cancellations.....	7
6.2. Labour Day Long Weekend, Easter, May Race Week and Melbourne Cup Long Weekend Cancellations .....	8
6.3. Other than Peak Season Cancellations.....	8
6.4. Emergency refunds .....	8
6.5. Failure to Notify of Cancellation .....	8
7. WAITING LIST AND FORMS.....	8
7.1. Waiting List .....	8
7.2. What is a Change to Preferential form .....	8
7.3. What is a New Summer Booking form.....	8
8. TRANSFERS .....	8
8.1. Peak Season Transfers.....	8
8.2. Other Than Peak Season Transfers.....	9

<b>8.3. Transfers from season to season or family .....</b>	<b>9</b>
<b>8.4. Emergency transfers and Credit Transfers.....</b>	<b>9</b>
<b>9. REFUND .....</b>	<b>9</b>
<b>9.1. Forms and Records Management.....</b>	<b>10</b>
<b>10. GOVERNANCE.....</b>	<b>10</b>
<b>10.1 Owner.....</b>	<b>10</b>
<b>10.2 Review.....</b>	<b>10</b>
<b>10.3 Compliance Responsibility.....</b>	<b>10</b>
10.3.1 Managers and Supervisors.....	10
10.3.2 All Employees .....	10
<b>10.4 Charter of Human Rights Compliance.....</b>	<b>10</b>

# 1. INTRODUCTION

## 1.1. Purpose

To establish consistency in bookings, cancellations, refunding and transferring policy for camping and cabin fees from the Surfside Holiday Parks, in order to meet evidentiary, legislative and good governance accountabilities.

## 1.2. Scope

The scope applies to all Surfside Holiday Parks staff responsible for taking bookings, cancelling bookings, authorising and issuing refund monies and transfers of bookings and all clients of Surfside Holiday Parks making bookings, cancelling bookings requesting fee refunds for cancellations or transfers of bookings

## 1.3. Definitions

Term	Definition
Deposit	A sum of money paid to reserve a booking.
Minimum Booking period	A number of nights or more is required to make a booking.
Refund	Refund or reimbursements of monies paid for a cancelled booking.
Peak Season	Please refer to the schedule of fees for dates on our website <a href="http://www.surfsidepark.com.au">www.surfsidepark.com.au</a> or contact the office.
High and low Season	Please refer to the schedule of fees for dates on our website <a href="http://www.surfsidepark.com.au">www.surfsidepark.com.au</a> or contact the office.
Transfers	To move the dates of a booking.
Credit of fees	Any prepaid money that is used as a holding deposit.
Emergency Refunds	Refunds brought about by time critical issues and/or the involvement of emergency services.
Waiting List	A list of people waiting for a booking.
Cancellation	The removal of a booking.
Balance of Payments	The sum of money owing on your booking.

## 1.4. References

Peak Season Quick Reference Table:

MORE THAN 90 DAYS PRIOR TO ARRIVAL (NO FEE)	BETWEEN 60 AND 90 DAYS PRIOR TO ARRIVAL (\$15 FEE)	BETWEEN 30 AND 60 DAYS PRIOR TO ARRIVAL (\$30 FEE)	LESS THAN 30 DAYS (N/A)
CANCELLATION	CANCELLATION	CANCELLATION	CONDITIONS APPLY
TRANSFER	TRANSFER	TRANSFER	
CHANGE TO PREF	CHANGE TO PREF	CHANGE TO PREF	

## 2. BOOKINGS

Bookings can be made directly through the website, email, Facebook or by directly contacting the office. A booking will not be made unless a deposit has been paid.

## 3. DEPOSITS

### 3.1. Peak Season Deposits

#### 3.1.1 Sites

\$100 deposit will be required at the time of booking.

#### 3.1.2 Cabins

One nights deposit will be required at the time of booking.

### 3.2. Other than Peak Season Deposit

#### 3.1.3 Sites

One nights deposit will be required at the time of booking.

#### 3.1.4 Cabins

One nights deposit will be required at the time of booking.

## 4. MINIMUM NIGHTS BOOKING

### 4.1. Peak Season Summer Night Bookings

#### 4.1.1 Sites

Bookings of 7 nights need to be made to secure a particular site. Bookings of less than a week can be made with no site preference guaranteed.

#### 4.1.2 Cabins

Bookings of 7 nights need to be made in week blocks from Boxing Day until the 23rd of January (ie 26/12 – 2/1, 2/1-9/1, 9/1-16/1, 16/1-23/1)

## **4.2. Labour Day Long Weekend, Easter, May Race Week, Queens Birthday Long Weekend and Melbourne Cup Long Weekend Bookings**

### **4.2.1 Sites**

No minimum booking applies

### **4.2.2 Cabins**

Bookings of 3 nights are required

## **4.3. Other Than Peak Season**

### **4.3.1 Sites**

No minimum booking applies

### **4.3.2 Cabins**

No minimum booking applies

## **5. BALANCE OF PAYMENTS**

### **5.1. Peak Season Balance of Payments**

- Summer Balance of Payments will be required 60 days prior to arrival
- Easter Balance of Payments will be required 30 days prior to arrival

### **5.2. Labour Day Long Weekend, Easter, May Race Week, Queens Birthday Long Weekend and Melbourne Cup Long Weekend Balance of Payments**

- Balance of payment will be required 30 days prior to arrival

### **5.3. Other than Peak Season Balance of Payments**

- Balance of payment will be required 7 days prior to arrival

## **6. CANCELLATIONS & REFUNDS**

### **6.1. Peak Season Cancellations**

- All cancellations seeking a refund received before 90 days prior to arrival will not incur a processing fee.
- All cancellations seeking a refund received between 60 and 90 days prior to arrival will incur a \$15 processing fee.
- All cancellations seeking a refund received between 30 and 60 days will incur a \$30 processing fee.
- For all bookings that are cancelled after 30 days prior to your arrival date no refund will be granted

## **6.2. Labour Day Long Weekend, Easter, May Race Week, Queens Birthday Long Weekend and Melbourne Cup Long Weekend Cancellations**

- All refunds received before 30 days prior to arrival will not incur a cancellation fee
- All cancellations received between 7 and 30 days prior to your arrival, a \$15 processing fee will apply.
- All cancellations received after 7 days prior to your arrival date no refund will be granted.

## **6.3. Other than Peak Season Cancellations**

- All cancellations received before 7 days prior to arrival will not incur a cancellation fee
- All cancellations received after 7 days prior to arrival will incur a \$15 processing fee

## **6.4. Emergency refunds**

Emergency refunds will be at the discretion of the Parks Manager.

## **6.5. Failure to Notify of Cancellation**

Failure to notify the park of a cancellation or if a customer does not arrive by the close of business of the date booked, the reservation will be cancelled by the park manager, without refund of any paid deposit.

# **7. WAITING LIST AND FORMS**

## **7.1. Waiting List**

All sites that are cancelled or transferred will be offered to guests that are on the waiting list after 90 days prior to arrival. To be added to the waiting list guests need to fill in a change to preferential form or a new summer booking form and return it to the parks office.

When each form is returned to the office they are dated and timed by the office staff and are then put onto a waiting list in order from when they are returned to the office. Please note that the preferential booking forms always have first priority over all new summer booking forms.

## **7.2. What is a Change to Preferential form**

A preferential booking form is where a customer, who has rebooked the same site and the same dates as the year before, wants to make a change in dates or site number for the following season.

## **7.3. What is a New Summer Booking form**

A new booking form is for anyone who cannot make a booking for the following summer as a preferential.

# **8. TRANSFERS**

## **8.1. Peak Season Transfers**

- All transfers received before 90 days prior to arrival will not incur a processing fee.



- All transfers received between 60 and 90 days prior to arrival will incur a \$15 processing fee.
- All transfers received between 30 and 60 days will incur a \$30 processing fee.
- No transfers will be granted after 30 days prior to your arrival date and your site will be forfeited unless full payment is made.

**8.2. Other Than Peak Season Transfers:**

- All transfers received 45 days prior to arrival will not incur a processing fee.
- All transfers received between 45 and 30 days prior to arrival will incur a \$15 processing fee.
- All transfers received between 14 and 30 days will incur a \$30 processing fee.
- No transfers will be granted after 14 days prior to your arrival date and your site will be forfeited unless full payment is made.

**8.3. Transfers from season to season or family:**

Bookings can only be transferred for one season and then they either need to be paid for in full or forfeited for the season after that.

A site can only be transferred to family members if done before 90 days prior to arrival. After 90 days prior sites will always be offered to those guests on the waiting list before it can be transferred over to family members.

**8.4. Emergency transfers and Credit Transfers:**

Emergency transfers and Credit Transfers will be at the discretion of the Parks Manager

**9. REFUND**

All requests for refund must be in writing and include all of the following relevant details.

Name

Address

Contact number

Original receipt of payment made or stat dec

Amount paid, and;

Valid reason for the cancellation

The refund, if granted, can be paid directly into the client's bank account, if all relevant information including a BSB and account number has been supplied, or over the phone directly into your credit card for amounts under \$500.00.

For credit card reimbursement simply tick that option on the refund form and office staff will contact you to process the refund over the phone.

For all refunds where the BSB and account number are not provided, a cheque will be issued and forwarded to the client via Australia Post.

Please note that refunds will be given at the Managers discretion. An administration fee may apply.

#### **9.1. Forms and Records Management**

Refund, Cancellation or Transfer of Booking Form – **Refer to [www.surfsidepark.com.au/forms-and-policies](http://www.surfsidepark.com.au/forms-and-policies)**

### **10. GOVERNANCE**

#### **10.1. Owner**

Service Manager Holiday Parks is responsible for monitoring the currency and viability of this policy and updating it when required.

#### **10.2. Review**

Service Manager Holiday Parks will review the policy for any necessary amendments 1 year after its formulation or after the last review.

#### **10.3. Compliance Responsibility**

##### *10.3.1. Managers and Supervisors*

- *Responsible for complying with and ensuring compliance with policy*

##### *10.3.2. All Employees*

- *Responsible for complying with the policy*

#### **10.4. Charter of Human Rights Compliance**

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2007).

Warrnambool City Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee health and safety representatives in any workplace change that may affect the health and safety of any of its employees.