

Holiday Parks
Booking Operations Policy

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1. INTRODUCTION

1.1. Purpose

To establish consistency in bookings, cancelations, 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 www.surfsidepark.com.au or contact the office
High and low Season	Please refer to the schedule of fees for dates on our website www.surfsidepark.com.au 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 or prior to 30th January.

3.1.2 Cabins

One nights deposit will be required at the time of booking or prior to 30th January.

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)

4.1.3 Cabins

Bookings other than Peak Season are all a minimum of 2 nights.

4.2. Labour Day Long Weekend, Easter, May Race Week, Kings Birthday Long Weekend, AFL Grand Final 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

- Peak Season Balance of Payments will be required by December 1st
- Easter Balance of Payments will be required 30 days prior to arrival

5.2. Labour Day Long Weekend, Easter, May Race Week, Kings Birthday Long Weekend, AFL Grand Final Long Weekend, and Melbourne Cup Long Weekend Balance of Payments

- Balance of payment will be required 21 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 from your deposit.

- No refunds due to an early departure will be granted except for emergencies at the discretion of the Parks Manager.

6.2. Labour Day Long Weekend, Easter, May Race Week, Kings Birthday Long Weekend, AFL Grand Final 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 from 1st December. 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.

These forms are available online or from either Surfside or Shipwreck Bay Offices. The opening date for both waiting lists is 26th December at 8.30am AEDT.

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.

A new change to preferential bookings and New Summer bookings list is started each season (26th December at 8.30am AEDT) making all prior requests void.

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 a refund must be applied for through the online refund form found on our website. It is a requirement that each section is fully completed.

For Credit and Debit card transactions all funds will be directly refunded to the same card used in the transaction.. For expired or cancelled cards an EFT transfer will apply.

For Cash and Cheque transactions all funds will be via EFT if all relevant information including a BSB and account number has been correctly supplied.

WCC no longer offers a refund via Cheque in any instance.

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

10. PETS

10.1. Peak Season

No Pets are permitted within the Parks in Peak Season

Refer to www.surfsidepark.com.au for peak season dates.

10.2. Cabins

No Pets are permitted in or around cabins at any times.

10.3. Other Than Peak Season

Pets are permitted within powered and unpowered campsites at all periods other than peak season.

10.4. Expectation of Pet Owner

- All pets are to be attended at all times.
- Pets must be on a lead at all times.
- No Pets are permitted in or around amenities blocks and camp kitchen.
- Pet owners are responsible for picking up after their pets.

11. GOVERNANCE

11.1. Owner

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

11.2. Review

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

11.3. Compliance Responsibility

11.3.1. Managers and Supervisors

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

11.3.2. All Employees

- *Responsible for complying with the policy*

11.4. 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*.