Surfside and Shipwreck Bay Holiday Parks Newsletter

WARRNAMBOOL

Balance of payment and rebooking for next season

Summer balance of payments are now due on the 1st of December. Payments can now be made anytime by using your guest portal. This change has been put in place to assist you with the planning of payments for your summer stay and to alleviate office congestion. If you haven't received or have misplaced your guest portal email please contact the office by phone or by email.

Rebooking is now easier than ever. You will receive a welcome text upon arrival with a link to your guest portal for the 27/28 summer season. We just ask that you make your $100 deposit or one nights deposit for the cabins before the 31st of January. As we become aware of the prices for the 28/28 season, your guest portal will be updated through the year.

Please note that although full payments are due on December 1st, refunds and transfers will still be required no later than 60 days prior to your arrival. As per our policy, if you haven't paid in full or submitted a refund, transfer or cancellation form 60 days prior to your arrival, you risk the cancellation of your booking.

Please remember that once your account has been paid in full you are required to email or phone us with your vehicle registration number so that we can text you through your code for the boomgate. Our system doesn't roll your vehicle registration number over from previous seasons.

Can't make it this year?

If you're not taking up your site this peak season, there is some important information you need to know. You can apply for a refund or you can transfer your site over to next season. Please be aware that **you can only transfer one season.** For the convenience of guests and office staff we now have the addition of a new online form, which can be accessed directly from our website. Please remember that in order to avoid a processing fee, please send us your forms at least 90 days prior to your scheduled arrival.

Transfer policy

To be fair to the high number of people wanting to book in over the summer period we have updated our transfer procedure.

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

After 90 days prior to your arrival a site will be offered to those guests on the waiting list before it can be transferred over to family members.

For a quick reference on how we process our refunds and transfers please see the table below.

Our fully updated Booking Procedures Policy has more information about applying for a refund or transfer. It can be found on our website www.surfsidepark.com.au.

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	