



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, December/January and 1 week either side of the Easter weekend.
- ⇒ Full booking payment for peak period bookings are 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 Transferred or Cancelled. Please refer to Transfer and 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.
- ⇒ Some bookings can be Transferred or Cancelled. Please refer to Transfer and Cancellation Options for further details.

Transfer Option

- ⇒ Up to 7 days prior to arrival, the customer may transfer the booking to another date outside of peak holiday period, within the next 12 months, without incurring any loss of money already paid. The customer cannot transfer this booking more than once.
- ⇒ Less than 7 days prior to arrival the customer is not entitled to transfer the booking to another date.

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.

Campers who leave the Holiday Park early under any circumstances or do not show up at all will not be entitled to a monetary refund. Adverse weather is not a circumstance for either refund or credit. At the discretion of the Business Operations Manager, Customers may receive a credit in an off peak period on compassionate grounds only and the request must be made in writing.

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 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