BOOKINGS:

Please Note: If you have accepted a booking for our campsites or cabins you are deemed to have accepted these terms and conditions along with our code of conduct, and are therefore subject to them.

- A booking fee of $10 with a deposit of one night’s tariff is required. The deposit will be taken into account on final payment.
- Full payment is due as per your booking confirmation on or before arrival. Long term guests may make an alternative arrangement with the office. Adjustments will be made for temporary additional guests, or any other charges to the original booking.
- Extra guests coming to stay on your site must check in to the office upon arrival and pay their fees. Failure to do this is an offence.
- Management reserves the right to change tariffs without notice. Note that our tariff/prices are reviewed annually. Be aware that our prices may change from the time of your bookings in advance of one season to the next and the new rates will apply.
- Group bookings can be made by arrangement through our office.
- Responsibility for each site must be for a named person over the age of 18 and this person must be staying on site.
- Sites are not to be reserved or used solely for the purposes of parking boats or vehicles.

CHECK IN / CHECK OUT:

- Check in Policy: Standard check in time is from 2.00 pm for the cabins and 2.00 pm for the powered sites. You are welcome to store your luggage on the Reserve if you arrive prior to 2.00 pm and the cabin is not available. We will contact you when the cabin is ready.
- Check out Policy: Check out time is before 10.00am on the day of departure. All vehicles and equipment must be off the site by this time. The site is to be left clean and tidy.

CANCELLATIONS AND REFUNDS:

- Any cancellations during the Autumn/Winter period (1st April – 30th September) are subject to a 48-hour cancellation policy. If the booking is cancelled inside 48-hours of the arrival date, a cancellation fee one night’s accommodation will apply.
- Any cancellations during the Spring/Summer period (1st October – 31st March) are subject to a 30-day cancellation policy, i.e. if the booking is cancelled inside 30 days of arrival, a cancellation fee of one night’s accommodation will apply.
- The booking fee is non-refundable.
- If you are unable to attend, you are not to arrange for anyone else to use your site.
SPECIAL CONDITIONS:

1. Rebook status or privilege is for:
   - Same site or cabin
   - Same dates
   - Same name

Please refer to the respective Rebook Policy for further details around this policy. Note no new rebooking privileges are available, or have been since 2015/16.

2. Christmas/New Year (26 December – 14 February incl.)

This is the only time of the year that the booking and cancellation policy differs from the above.

- No fee reduction for early departures or late arrivals
- Unoccupied sites during this period are subject to a minimum charge of 2 adults per night, i.e. $46.00

PERSONAL INFORMATION (PI):

a. Information Required & Collection: We will only collect PI that is necessary for the purposes of data processing and may be collected in certain circumstances, without limitation, as follows;

   1) Hospitality activities such as bookings, check in and check out, room charges during the guests stay, and any claims or requests.
   2) Participation in marketing programs, with customers’ consent.
   3) Provision of information by third party service providers such as tour operators, travel agencies, GDS reservations, online booking engines etc.
   4) Internet activities such as filling in any online collection forms such as questionnaires etc.
   5) We do not knowingly collect PI form children under the age of 18 years, except name, age and nationality as provided directly by an adult on their behalf or without a relevant adult’s permission.

b. Confidentiality & Security: We will implement reasonable technical and organisational measures to protect the customers’ PI against accidental or unlawful alteration / loss, or from unauthorised use, disclosure or access.

c. Storage: PI will be kept for the period for the purposes of the data processing and in accordance with regulatory and statutory requirements.