

Hamelin Bay Holiday Park - Booking Terms and Conditions

A booking cannot be confirmed until a deposit is received and receipted. Once a booking is confirmed a contract exists between Hamelin Bay Holiday Park and the booking party. This means that you accept the terms and conditions of this booking.

SITES

GENERAL BOOKINGS - No minimum nights. Preference of full payment upon booking during COVID-19 restrictions. A cancellation fee of \$25.00 will apply if you cancel more than 14 days before your arrival date OR \$50.00 within 14 days.

HIGH PEAK = December/January school holidays, March long weekend, Easter long weekend:

Minimum booking of 3 nights - March long weekend

Minimum booking of 4 nights - Easter long weekend

Other weekends - at our discretion.

A \$50.00 non-refundable deposit is required at time of booking. Full payment for your stay is to be paid by the end of November for Dec/Jan school holiday bookings and 21 days prior to arrival for March and Easter long weekend bookings. The \$50.00 is non-refundable and the full payment becomes non-refundable if you cancel within 14 days of arrival.

CABINS/COTTAGES

GENERAL BOOKINGS - Minimum of two nights. Preference of full payment upon booking during COVID-19 restrictions. If you cancel more than 14 days before your arrival date a \$50.00 cancellation fee will apply. If you cancel within 14 days of your arrival date you will forfeit an amount equal to one night's stay.

HIGH PEAK = December/January school holidays, March long weekend, Easter long weekend:

Minimum booking of 3 nights on ALL long weekends.

Minimum booking of 4 nights – Easter long weekend.

A one-night stay deposit is required at time of booking.

For December/January school holidays, a further 50% of your full payment is required by the end of August.

For March long weekend and Easter long weekend full payment is required 21 days prior to arrival.

If you cancel 90 days or more before your arrival date - \$100.00 cancellation fee applies.

If you cancel 30 to 90 days before your arrival date you will forfeit an amount equal to one night's stay.

If you cancel within 30 days of your arrival the full payment is forfeited - we recommend travel insurance.

SITES AND CABINS

Please check your holiday dates carefully. You will be required to pay in full for your stay prior to your arrival – there will be NO refunds or transfers for any reason including poor weather.

IN THE CASE OF A PANDEMIC AND THE PARK IS CLOSED

The park can hold your funds for future use, or we can refund your money less a processing fee.

Any cancellations or amendment requests must be made in writing by the booking party and confirmed by Hamelin Bay Holiday Park.

WE STRONGLY RECOMMEND TRAVEL INSURANCE FOR YOUR HOLIDAY FOR ONSITE BOOKINGS DURING HIGH PEAK TIMES AS WE CANNOT OFFER REFUNDS.

We make every effort to fulfil our guests' requests for a site or cabin/cottage however at times we may need to swap your booking due to maintenance or booking rearrangements.

Please adhere to our strict family friendly noise curfew of 10pm. No loud music at any time and no noise at all from 10pm please.

You must check in at Reception prior to proceeding to your site or cabin/cottage. If you are arriving after hours, please see the late arrivals box outside Reception for your map/key. Please check in after 8.30am and prior to 10am the following morning.

"Please note customers should ensure that they are adequately insured in the event of any unfortunate incident that may cause injury or damage to property or persons during their stay."

Rates are subject to change without notice.