



## Grampians Edge Caravan Park Policies

### **BOOKING POLICY:**

**OFF PEAK:** Powered & Unpowered Sites: A deposit of one night stay is payable at time of booking. The balance is payable on arrival. Cabins: \$50 deposit to be paid at time of booking. Balance payable on arrival.

**PEAK including Long Weekends:**

A deposit of \$100 is payable at time of booking a cabin. A deposit of \$50 is payable at the time of booking for a powered or unpowered site.

**MINIMUM NIGHT STAYS:** At various times of the year, we require a minimum number of nights to be booked. A deposit of \$100 is payable at time of booking.

**NUMBER OF GUESTS:**

Extra adults and children will incur a fee, \$10 & \$8.

All cabin bookings include 2 adults. Extra adults and children will incur a fee.

A child is classified as aged 6-15. Children 5 and under are free.

**CHECK IN & OUT TIMES**

Check in time is 2pm for cabins and 12pm for camp sites and Check out is 10am.

### **CANCELLATION POLICY:**

**Off Peak**

Cancellations – up until 1 day before the booking will incur an administration fee of \$25 per booking.

Cancellations - on the day of the booking or during the stay will not receive a refund.

**Peak including Long Weekends:** Cancellations – up until 30 days prior to the booking will see a loss of deposit.

Cancellations within 14 days of the booking will incur a cancellation fee equal to 50% of the total booking amount.

Cancellations on the day of the booking or during the stay will not receive a refund. Reduction in number of nights stay are not possible, guests either pay the full value of the booking or completely cancel the booking subject to the cancellation policy.

**CLEANING & DAMAGE:**

Cabins must be left in a tidy manner and facilities in working order. Dishes need to be cleaned, dried and replaced in the appropriate cupboards/drawers. If cabins are left extremely dirty, dishes unwashed or there is damage to the cabin, a fee will be charged to your credit card. Cabins are non-smoking. If guests have smoked in the cabins, a fee will be charged to your credit card for cleaning to remove the smell and for any lost time as a result of being unable to sell the cabin due to the smell.

**SEASON DATES:**

Peak: 1<sup>st</sup> Dec until Easter and long weekends and special events. Off peak: After Easter til 30<sup>th</sup> Nov.