



## Deposit, Cancellation & Refund Policy 2017

DEPOSITS, CANCELLATIONS & REFUNDS	
LOW / MID SEASON	
<b>DEPOSIT:</b>	First full night rate to be paid at time of booking to secure site / accommodation. Balance due on Arrival or deductible from card for late arrivals. Any discounts will be applied on check-in
<b>CANCELLATION:</b>	Cancellation requests must be in writing, in one of two methods; 1. via mail to:- Esk Caravan Park, 26 Hassall Street, ESK, QLD, 4312 2. via email to:- <a href="mailto:info@eskcaravanpark.com.au">info@eskcaravanpark.com.au</a>
<b>14 days + Notice</b>	Refund of monies paid, less administration fee of \$30 <i>(Monies will only be refunded by the same method in which they were originally paid.)</i>
<b>Within 14 days of arrival date.</b>	No refund of monies paid.
PEAK PERIODS – CHRISTMAS, EASTER, LONG WEEKENDS & RACES WEEKENDS	
<b>DEPOSIT:</b>	First night charge to be paid at time of booking to secure site/accommodation. <ul style="list-style-type: none"> <li>• Christmas Balance to be paid in full by 31<sup>st</sup> October.</li> <li>• Other Peak Period Balances to be paid in full one month prior to arrival date.</li> </ul>
<b>CANCELLATION:</b>	Cancellation requests must be in writing, either via mail to:- <b>Esk Caravan Park, 26 Hassall Street, ESK, QLD, 4312</b> or via email to:- <a href="mailto:info@eskcaravanpark.com.au">info@eskcaravanpark.com.au</a>
<b>28 days + Notice</b>	Refund of monies paid, less administration fee of \$30 <i>(Monies will only be refunded by the same method in which they were originally paid.)</i>
<b>Within 28 days of arrival date.</b>	No refund of monies paid.
<b>DATE CHANGE:</b>	Provided 14 day's notice is given for low season bookings or 30 days notice for peak period bookings, we can honour this request. However, bookings can only be changed once from the original booking dates.
<b>FAILURE TO NOTIFY OF CANCELLATION</b>	If you do not notify the park office of your cancellation or, if you do not arrive by 10am on the day after your scheduled arrival date, your reservation may be cancelled by the park manager without refund of any paid monies.
<b>PLEASE NOTE:</b>	<ul style="list-style-type: none"> <li>• Where a deposit or prepayment is to be refunded; a \$30 administration fee will be charged. Alternatively, the total refund amount may be transferred to your guest account <i>(to be used within 12 months)</i> and no administration fee will apply.</li> <li>• Reservation nights cannot be reduced <i>on check in</i>.</li> <li>• Specific Cabins or Sites cannot be guaranteed, all preferences are taken into consideration.</li> <li>• We reserve the right to relocate a booking from any Site or Cabin, without notice.</li> <li>• Cheques cannot be accepted on arrival.</li> <li>• Minimum booking periods must be observed with all reservations.</li> <li>• A refund or transfer of dates is not given for unexpected departures.</li> <li>• Valid credit card details are required for all Cabin reservations.</li> <li>• Refunds may take up to 30 days to appear in your account.</li> <li>• All visitors must pay for the use of park facilities - \$10/adult \$5/child (Subject to availability).</li> <li>• All balances are due on Arrival or deductible from credit card for late arrivals.</li> </ul>

ESK Caravan Park  
 26 Hassall Street  
 Esk QLD 4312  
 Phone : 07 5424 1466  
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[www.eskcaravanpark.com.au](http://www.eskcaravanpark.com.au)