

# Esk Caravan Park & MOTEL GROUP

07 5424 1466

info@eskcaravanpark.com.au

www.eskcaravanpark.com.au

16 Hassall Street, Esk QLD 4312



## BOOKING CANCELLATION POLICY

### LOW & MID SEASON

#### DEPOSIT PAYMENTS

First full night rate to be paid at time of booking.  
Balance due on arrival or deductible from the provided credit card for late arrivals.  
Any eligible discounts will be applied on check-in.

#### CANCELLATIONS WITH 14+ DAYS' NOTICE

If providing us with 14+ days' notice, you are welcome to a refund of monies paid less an administration fee of \$30 per individual booking; or you may opt to have the paid amount held in credit for a future visit without an administration fee deducted.

Monies will only be refunded by the same method in which they were originally paid.

#### CANCELLATIONS WITHIN 14 DAYS OF ARRIVAL

No refund or credit of deposit paid

#### DATE CHANGES

Date changes can be honoured for low season bookings provided 14+ days' notice is provided.

Bookings can only be changed once from the original booking dates.

### PEAK PERIODS

CHRISTMAS | EASTER | EVENTS | LONG WEEKENDS

#### DEPOSIT PAYMENTS

First full night rate to be paid at time of booking.  
Christmas and NYE bookings to be paid in full by 31st October  
Standard peak period bookings to be paid in full one month prior to arrival.  
Group discounts do not apply to Peak Period bookings  
VIP discounts will be applied on check-in.

#### CANCELLATIONS WITH 28+ DAYS' NOTICE

If providing us with 28+ days' notice, you are welcome to a refund of monies paid less an administration fee of \$30 per individual booking; or you may opt to have the paid amount held in credit for a future visit without an administration fee deducted.

Monies will only be refunded by the same method in which they were originally paid.

#### CANCELLATIONS WITHIN 28 DAYS OF ARRIVAL

No refund or credit of monies paid

#### DATE CHANGES

Date changes can be honoured for peak season bookings provided 28+ days' notice is provided.

Bookings can only be changed once from the original booking dates.

### CANCELLATIONS

Cancellation requests must be received in writing to: [info@eskcaravanpark.com.au](mailto:info@eskcaravanpark.com.au)  
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 without refund of any monies paid.

### ADDITIONAL INFORMATION

Where a deposit or prepayment is approved to be refunded, a \$30 administration fee will be charged, per individual booking. Alternatively, the total refund amount may be transferred to your guest account (to be used within 12 months or as advised) and no administration fee will apply.

Reservation nights cannot be reduced at check in.

Specific Cabins or Sites cannot be guaranteed, however all preferences are taken into consideration.

We reserve the right to relocate a booking (site, cabin, motel) when required without notice.

Cheques cannot be accepted on arrival.

Minimum booking periods must be observed with all reservations, such as 3 night minimum stays over long weekends.

A refund or transfer of dates is not given for unexpected departures.

Valid credit card details are required as security for all Motel and Cabin reservations, regardless of payment method.

Refunds can take up to 30 days to appear in your account.