

# BOOKING TERMS & CONDITIONS

## FRASER COAST BEACHFRONT TOURIST PARKS

By making a booking at a Fraser Coast Beachfront Tourist Parks you acknowledge, and you agree to abide by the **Booking Terms and Conditions** and the **Tourist Park Rules** as set out in this document.

You must be at least 18 years of age to make a booking and we reserve the right to cancel any bookings made by person(s) under the age of 18 years. Tariff Rates are based on occupation of 2 adults per site – additional fees apply for additional occupants as per the fees schedule.

The person(s) registering at check-in must be at least 18 years of age. In addition, to eliminate identity fraud, we will ask you to provide photo ID at check-in to ensure that your identity matches the booking identity. The person(s) whose name appears on the booking form is responsible for ensuring compliance with the booking terms and conditions and the Tourist Park Rules by all members of his/her party and visitors. Sites cannot be sub-let to other guests/friends etc.

Whilst we make every endeavour to accommodate your request for a specific site, it is not guaranteed. Site allocation will be made according to the dimensions of your caravan and at the Manager's discretion. Please ensure you state the total exterior length of your van from front to back including all attachments at the time of the booking (please ensure measurement of van includes the draw bar).

Occasionally, it may be necessary to move a reservation for operational reasons, and Park Management will liaise directly with guests in these circumstances.

We permit one vehicle per booking reservation and one caravan, camper trailer or tent per site reservation. If you would like to bring other vehicles, or personal leisure equipment (e.g., boats, jet skis, motorbikes), this is subject to availability and must be approved prior to your arrival. Approved additional vehicles will attract additional site fees.

In some instances where the size of your van/motorhome/tent etc. has been incorrectly calculated it may not be able to be accommodated on the available sites at the park. In these instances, if possible, you will be offered alternate dates, or your booking cancelled, and your deposit refunded.

## LENGTH OF STAY

- Minimum lengths of stay – 5-night stays during high-season (QLD school holiday periods) apply. Shorter stays can be booked subject to availability at the commencement of or during the holiday period.
- Maximum length of stay - 42 days (the *base period*). At the sole discretion of park management, guest may apply for a further 42 days period (the *extended period*). The *extended period* cannot be more than 42 days (84

days stay in total). And guest must vacate the park for a minimum of two weeks between any *extended* and *base period* stay.

- You agree that regardless of your length of stay there is no tenancy or other proprietary rights created in your favour under any laws.
- School holiday dates – Holiday periods will change slightly each year in accordance with calendar movements.

## BOOKINGS AND PAYMENTS

- Fraser Coast Beachfront Tourist Parks open a 12-month booking window on the 1<sup>st</sup> day of each month for future reservations and reservations are taken on a first come, first served basis.
- Bookings can be made via the website, in person or phone. All bookings via the website will be debited by the deposit amount in accordance with these Booking Terms and Conditions.
- Depending on your credit card provider and the country in which your card was issued, your card provider may impose foreign exchange fees and other fees which are in accordance with that credit card provider.
- We reserve the right to correct any information (including but not limited to, pricing information) and amend your reservation (in consultation with you) to ensure that it reflects the correct price or relevant information. Additional charges may be payable by you if you wish to proceed with the affected reservation. You will be informed of such charges if applicable.
- Fraser Coast Beachfront Tourist Park does not have a formal policy on the circumstances when a booking can or cannot be refused. As a rule, it is at the discretion of park management if any booking is accepted or not.
- Rebooking of the same holiday period on the same site is permitted for a maximum of 5 consecutive years only, providing:
  - Booking is made in person or via phone (not available online).
  - Rebooking is made prior to the current booking departure date, OR the 1<sup>st</sup> day of the month following the current booking check-in date, whichever closest to the arrival date.
  - Applicable deposit is paid in full at the time of the booking.
  - For the avoidance of any doubt, sites will not be held for past site occupants to rebook, once the 12-month booking window has opened to the public.

## DEPOSITS

- For stays of 7 days or less – Full payment at time of booking.
- For stays of more than 1 week and up to 5 weeks – One week's site fees and full payment 7 days prior to arrival\*.
- For stays exceeding 5 weeks - Two weeks site fees and full payment 7 days prior to arrival\*.

\*For bookings during QLD school holiday periods, the full payment is due four weeks prior to the start of the relevant QLD School Holiday period.

## CHANGES TO BOOKINGS

If you wish to change any details of your booking, please contact our office - Contact details can be found at [www.beachfronttouristparks.com.au](http://www.beachfronttouristparks.com.au).

Changes to a booking can be made up to 72 hours prior to arrival in low-peak season and 14 days prior to arrival in high-season. Credits for date changes provided are valid for 12 months from the original date of arrival and any subsequent cancellations are subject to the non-refundable cancellation fee.

A transfer can occur between any of the 4 Fraser Coast Beachfront Tourist parks for the following reasons:

- On arrival it is discovered that a reservation has been made at the incorrect park.
- The caravan/camper is too large for the site booked and no suitable alternative sites are available at the booked park.

A request to transfer funds or credits from one Fraser Coast Beachfront Tourist parks to another will not be subject to the non-refundable cancellation fee. Park Management will do their very best to assist your request but cannot guarantee that changes can be made.

## CANCELLATIONS / REFUNDS

All requests for refunds, credits must be provided by the customer who made the booking in writing to park management via email, by hand or mail.

Circumstance	Cancellation fee
Cancellations made more than 14 days prior to arrival date	Administration Fee <sup>^</sup>
Cancellations made within 14 days of arrival date	50% of deposit
Early departure (Inclement weather or other circumstances beyond Park Management Control)	Administration Fee <sup>^</sup>
<sup>^</sup> Administration Fee - as per Fraser Coast Regional Councils current fees and charges schedule.	
Visit <a href="https://www.frasercoast.qld.gov.au/fees-and-charges">https://www.frasercoast.qld.gov.au/fees-and-charges</a> to view the current fees and charges schedule.	

### How refund payments are made

All cancellations must be received in writing and addressed to park management and refunds are refunded back to the original payment card.