

Deposits

A deposit is required to secure each reservation. For all bookings a deposit equal to the first night's accommodation/site tariff must be paid at the time of making the reservation. Reservations will not be guaranteed without a deposit. We accept Visa and MasterCard for online and phone bookings (1.25% surcharge applies) and Direct Deposit and Cheques for phone bookings only.

Peak Season – 1st December – 28th February/Australia Day W/E, Labour Day W/E, Easter, GTM, Queens Birthday Weekend

- First night deposit for cabins and \$140.00 for sites at the time of booking.
- Christmas / January school holidays balance is to be paid in full by 30 November.*
- Easter / April school holidays balance to be paid in full on 28th February.
- September / October school holidays balance due on 31 August.

Mid & Low Seasons

- First night deposit for cabins and \$120.00 for sites at the time of booking with the balance to be paid on arrival.
- School holidays first nights tariff at the time of booking with the balance to be paid on arrival.

Accommodation bookings will be required to provide a credit card as security against incidentals during your stay. If there is no credit card on the booking, a \$200 cash bond will be required. This bond will be refunded on departure.

Payment Options

Credit Card: Is accepted for online bookings and phone bookings. (1.25% surcharge)

Direct Deposit: If you are using this payment method, please ensure your reservation number is entered as the description on your payment into our nominated bank account to ensure it is applied to the correct reservation. A copy of your transaction must be sent to us as confirmation for our records.

Cheques: Will only be accepted if received more than 4 weeks prior to arrival. If sending a cheque or money order, please record your full name, postal address, phone number and reservation number on the reverse side.

Payment Plan: This option is available for online bookings only, available by credit card only for a booking where the holiday value is at least \$200.

Cancellation/ Refund/ Booking Policy

Credits:

- Credits can only be taken on direct bookings and excludes any bookings via online travel agents (Expedia, Wotif, Booking.com etc.)
- Monies paid against a booking that has been cancelled as per the cancellation terms can be held in credit for a future booking.
- Credits are valid for 12 months from the date a booking was cancelled.
- Credits may be refundable for up to 12 months, if a refund was applicable at time of cancellation. After this point any monies paid are forfeited.
- Credits may be transferred between select NRMA holiday park or resorts and excludes bookings made at Sydney Lakeside, Stockton Beach, St Helens Waterfront and Echuca holiday parks.
- Any credits on bookings from 15 March – 31 May, 2020 (bookings cancelled due to COVID-19) are valid for 24 months from the cancellation date. If a refund was applicable at time of cancellation, these credits are refundable for up to 24 months and after this point any monies paid are forfeited. Any bonus credit offered at time of cancellation is non-refundable or transferable.

Refunds of deposits and fees paid are available from Lake Eppalock Holiday Park under the following circumstances. All cancellations and/or refund requests must be provided in writing.

PLEASE NOTE: Where a deposit or prepayment is to be refunded, an administration fee will be charged. The \$30 administrative cancellation fee can be credited to a future booking if returning within 12 months of the initial cancellation.

Premium/High Period Bookings

- Cancellations providing more than 60 days' notice in relation to the scheduled arrival date are fully refundable, less a \$30 administration fee.
- Cancellations providing 30 to 60 days' notice in relation to the scheduled arrival date will result in forfeiture of the first night accommodation cost.
- Cancellations inside 30 days of the scheduled arrival date will result in forfeiture of all monies paid.

Low Season Booking

- Cancellations providing more than 24 hours' notice in relation to scheduled arrival date are fully refundable, less a \$30 administration fee.
- Cancellations inside 24 hours of the scheduled arrival date will result in forfeiture of all monies paid.

While we do our best to accommodate a preferred site or cabin number, these are not guaranteed.

Refund Conditions

Providing the necessary notice has been given and you are able to receive a refund, the remaining deposit will be refunded either by:

Credit Card – Refunded onto the credit card. The same credit card must be used for credit refund as the one that paid the deposit.

EFT TRANSFER – (Direct credit) – Direct into guest bank account. Guest must supply their BSB, ACCT. NO. & Account Name.

PLEASE NOTE: ALL REFUNDS ARE PROCESSED WEEKLY

General terms

Lake Eppalock Holiday Park do not accept bookings from persons under the age of 18 years of age. All guests under the age of 18 must be accompanied by a responsible adult such as a parent or guardian. We reserve the right to cancel any reservation where this condition is not met.

Group Booking Conditions

BOOKING, CANCELLATION AND REFUND INFORMATION PAYMENTS/DEPOSITS:

Deposit amounts vary depending on the total booking cost. Group deposits will fall into one of three categories: –

1. Bookings under \$1,000.00 – Deposit equivalent to the first night stay
2. Bookings \$1000- \$5,000.00 – Deposit of \$1,000.00
3. Bookings over \$5,000.00 – Deposit of \$2,000.00 with further deposit requirements to be confirmed at the time of booking.

Final group numbers must be confirmed no later than 6 weeks prior to arrival to allow time for final invoices to be processed and issued. Final Payments **MUST** be received no later than 30 days prior to arrival. Final payment includes all monies owing for accommodation, meals or additional group and function charges

CANCELLATION/REFUND/BOOKING POLICY

All cancellations and/or refund requests must be provided in writing.

Cancellations providing more than 4 weeks notice in relation to the scheduled arrival date will forfeit the initial deposit paid. Cancellations providing less than 4 weeks notice in relation to the scheduled arrival date will forfeit all monies paid.

In the instance of a part-cancellation, the manager of the park reserves the right to adjust any tariff that had been previously agreed upon based on the renewed number of bookings or total guests numbers.

Cancellation fees may also be held against accommodation that is no longer required depending on the length of notice given to the property

Please Note: This policy does not apply after the booking has commenced.

Subletting of Accommodation

Accommodation/sites are provided to the booking party for the guest(s) as named on the booking. Accommodation must not be sublet or resold by the booking party for commercial gain without our prior written consent. Genuine group bookings are not affected.

Risk Warning

Park management wishes to warn all persons who engage in any activity for recreation, enjoyment, leisure or relaxation on or near the park, that the pursuit of such activities involves the risk of harm or serious personal injury including death, drowning, head, eye or spinal injury, paralysis, broken limbs or strains. Prior to undertaking any such activity, all occupants, guests or other persons should ensure and be satisfied that they are aware of all risks involved, including those risks associated with any pre-existing health condition. Such activities and facilities are varied and may include: playgrounds, playground equipment and jumping pillows; swimming pools, water slides, water parks and water activities; bicycle riding, pedal carts, skateboards and scooters; operation of vehicles, plant and equipment; sporting and children's activities; exercise and gym equipment; interaction with wildlife, waterways, water courses and dams; trips, falls and collisions including interaction with other guests and their property; walking or running over uneven surfaces and grounds, tiled surfaces and wet areas which may result in slips, trips or falls; walking in unlit / poorly lit areas which may require a person to provide and carry a torch or other form of lighting; activities (including camping) with exposure to the natural environment (flora & fauna) including the risk of falling tree limbs. All persons who engage in recreational activities do so at their own risk. Children and infants must be supervised by an adult at all times. By entering the Park, it is accepted that all activities including recreational activities are not free of risk and that park management is not liable for any loss, damage or injury arising from such activities. On entry, it is also agreed that park management, owners, employees or agents are indemnified against all claims for injury, loss, damage or theft of property.

Playgrounds: Use of playground equipment may result in serious personal injury including death, head, eye or spinal injury, paralysis, broken limbs or strains. Risks include falls and collisions with other users and hazards associated with gaps, openings and protruding objects.

Jumping Pillows: Use of jumping pillows may result in serious personal injury including death, head, eye or spinal injury, paralysis, broken limbs or strains. Flips, somersaults and inverted manoeuvres are dangerous and prohibited. Other risks include falls and collisions with other users. Not to be used when wet.

Swimming pools and water activities: Use of swimming pools, water slides, water parks and associated facilities may result in serious personal injury including death, drowning, head, eye or spinal injury, paralysis, broken limbs, strains or lacerations. Flips, somersaults and inverted manoeuvres into the water are dangerous and prohibited. Other risks include diving head first, slips, trips, falls, running on wet surfaces and not providing adequate supervision to children.