

# Tourist Parks

## Booking Terms

In general the tariff/s quoted is current at the time of booking and is inclusive of GST.

Reservations are not permitted by or on behalf of persons less than 18 years of age and unaccompanied minors will not be accepted as guests in the park.

Guests are required to visit reception on arrival and provide booking details, confirm the number of people in their party and any other information required by our customer service team.

Confirmation of your reservation means you accept these booking terms and conditions and abide by our park rules and policies. Full details can be found at <http://www.wollongongtouristparks.com.au/Pages/Key-Documents.aspx>

Specific cabins and/or site requests can be made at time of reservation but are not guaranteed. Park management reserves the right to reallocate guests to an equal or higher accommodation category at their discretion at any time prior to arrival and without notice.

## Caravan Sites and Camping Site Bookings

Caravans are only permitted to stay on caravan or ensuite sites, they are not be permitted to stay on camping sites.

Guests are required to advise the dimensions of their moveable dwelling and associated structures at time of reservation. Park management reserves the right to cancel any booking and deny entry if dimensions have been understated.

Caravan/Camping Site tariffs quoted are based on the number and type of guests for the specified time, base inclusions and duration. Any changes may result in an increase to the tariff and you agree to pay any increase at the time of change. Sites can accommodate up to a maximum of 1 van and up to 8 occupants.

## Cabin Bookings

All linen is supplied in cabins, bunk beds (if any) are not made up but linen is provided in rooms for guest use.

1 bedroom cabins come with allocated parking for one (1) vehicle only. Additional parking may be requested but is subject to availability and additional fees.

Both 2 & 3 bedroom cabins come with allocated parking for up to two (2) vehicles only. Additional parking may be requested but is subject to availability and additional fees.

Cabins are not serviced by housekeepers during stays; they are serviced prior to arrival and following guest departure. Mid-stay servicing can be requested and is subject to availability and additional fees.

Cabin tariffs quoted are based on the cabin category booked, base inclusions, specified time and duration. Any changes may result in an increase to the tariff and you agree to pay any increase at the time of change. Cabins can accommodate between 4-6 occupants dependant on the cabin berth limit of the cabin held.

## Pet Policy

Pets are not permitted at Windang and Bulli Beach Tourist Parks.

Pets are permitted at Corrimal Beach Tourist Park on certain dates and select caravan and camping sites only. Guest travelling with pets must seek park management

approval at the time of booking and satisfy the conditions set out in the pet policy.

Full details of the pet policy can be found at <http://www.wollongongtouristparks.com.au/Pages/Key-Documents.aspx>

Registered assistance animals are accepted.

## Arrivals and Departures

Check-in time for cabins & ensuites is from 2:00pm on the day of arrival, caravan and camping sites can be occupied from 12:00pm on the day of arrival

Check-out time for all bookings is prior to 10:00am on the day of departure

Additional fees apply for early check-in and/or late check-out (subject to availability)

All arriving guests are required to complete a guest registration form prior to being granted entry to the park.

## Office Hours

The parks office hours are from 8:00am – 6:00pm Saturdays to Thursdays and from 8:00am – 7:30pm on Fridays.

During summer peak the parks office hours are from 8:00am – 7:30pm (7 days).

Our office is closed from 6 pm on 24th December until 8:00am 26th December

Opening hours can be found online at [www.wollongongtouristparks.com.au](http://www.wollongongtouristparks.com.au) or by contacting our park.

Guests arriving outside office hours are required to contact the park in advance to arrange a late check-in.

## Payment and Deposits

All reservations require a deposit to be paid at the time of reservation. Any reservations held without a valid deposit are subject to cancellation without notification.

A valid credit/debit card with sufficient available funds is required to secure all online bookings.

Booking/cancellations policies for 3rd party bookings may vary depending on the specific website. Please check the booking conditions included in the terms and conditions of the booking website.

The minimum deposit payable is the equivalent of one night's fees, except for caravan and camping sites booked during the On Season, which require the equivalent of three night's fees.

Any amount of the tariff which is outstanding at the time of check-in must be paid at check-in.

Preferred payment methods are Cash and/or Credit/Debit Card (EFTPOS, MasterCard & Visa only), for card payments the card used for deposit payment must be presented on arrival for inspection in addition to valid photo identification.

Alternative payment methods may be considered by Park Management but will not be accepted within 21 days of arrival, approval must be obtained by Park Management in writing.

Any promotion/discount offered (if applicable) is non transferrable or combinable with any other discount or offer available.

## Cancellations and Refunds

### Off Season & Shoulder Season:

Cancellations made within 14 days or less of arrival will be subject to a cancellation fee equivalent to one night tariffs for each site/cabin cancelled.

### On Peak Season:

Cancellations made between 8 weeks until within 15 days of arrival will be subject to a cancellation fee equivalent to one night tariffs for each cabin and three night's tariff for each site cancelled.

Cancellations made within 14 days of booking arrival date are not entitled to a refund.

No refunds are given for early departures or cancellations after arrival.

Where payment was made by EFTPOS/Credit card and refund is due. The refundable amount can only be processed onto the same card/account that the initial payment was made.

## Minimum Stays

### Off Season:

Cabins: Minimum booking of 2 nights for stays that include Friday, Saturday and/or Sunday night/s.

Sites: Minimum booking of 2 nights for stays that include Friday and/or Saturday night/s.

### NSW Long Weekends (Except Easter)

Cabins: Minimum booking of 2 nights for stays that include Friday, Saturday and/or Sunday night/s.

Sites: Minimum booking of 2 nights for stays that include Friday and/or Saturday night/s.

### Easter Weekend

Cabins: Minimum booking of 4 nights for stays that include Thursday, Friday, Saturday, Sunday and/or Monday night/s.

Sites: Minimum booking of 4 nights for stays that include Thursday, Friday, Saturday and/or Sunday night/s.

### Christmas School Holiday Period

Sites and Cabins: A minimum of 7 nights for stays over the Christmas School Holiday Period.

Exceptions may apply to minimum stay periods subject to Park Management's discretion and availability

## Maximum Stays

Guests are required to move tourist sites after 21 nights (unless an extension has been provided in writing by the Park Supervisor).

Approval for a continuous stay on a site in excess of 21 nights is subject to a site inspection by the Park Supervisor, to assess site condition and occupants ongoing adherence to Park Rules and Policies. A copy of the inspection checklist can be obtained at the Parks Reception.

The maximum length of stay at a park is 150 nights (within a financial year), all stays and bookings are subject to availability and adherence to park rules, policies and booking conditions.

## Booking Seasons

**Off Season:** Off Season runs from the first day to second last day of Board of Studies NSW School terms.

**Shoulder Season:** Shoulder season commences the final day of Board of Studies NSW School terms up to and including the day prior to commencement of next School term (excluding On/Peak Season).

**On Season:** On Season incorporates Board of Studies NSW Christmas School Holidays, Australia Day Long Weekend, Easter Long Weekend and Labour Day Long Weekends.



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