

1.0 INTRODUCTION

Bundaberg Regional Council operates four Holiday Parks across the Region being:

- Burnett Heads Holiday Park
- Elliott Heads Holiday Park
- Moore Park Beach Holiday Park, and
- Miara Holiday Park.

2.0 POLICY STATEMENT

Bundaberg Regional Council shall ensure that it applies a consistent approach to all bookings made at the Bundaberg Holiday Parks under its control.

This policy applies to all Council Holiday Park Operators, Council staff and all visitors to Bundaberg Holiday Parks.

3.0 POLICY OBJECTIVES

This policy will directly assist Council Holiday Park Operators, Council Officers and its visitors in effective and consistent management of bookings across all four Holiday Parks utilising the RMS booking system.

4.0 POLICY PRINCIPLES

Payments/Deposits

ALL bookings require a deposit to be placed at the time of reservation. Without a deposit, we are unable to make a booking.

- 1) Accommodation Bookings - require a deposit to the value of the first nights accommodation
- 2) Site Bookings - require a deposit to the value of the first nights stay

Refund Policy

Should you require to cancel your stay, we will try to assist you where we can, however we cannot guarantee that changes and refunds can be made. **Any refunds over \$50 will need to be approved by the Community Facilities Coordinator.**

Should you be required to leave the park early, no refund will be owing. The only exception to this will be in the event of severe weather or natural disaster situations as described below, and as advised and approved by the Facilities Team Leader:

- Severe weather warning issued by BOM. Bundaberg must be specifically mentioned within this warning. Not applicable if Wide Bay Burnett is only mentioned.
- Local Disaster Management Group (LDMG) has been activated to "Stand Up" level.

- Bundaberg Region is formally natural disaster declared.

The following options may be offered as an alternative:

High Season

- 1) Cancellations providing more than seven (7) days notice prior to scheduled arrival date will be credited to the customer's account less the deposit paid at the time of booking. A booking to use this credit can only be made once and must be used within twelve (12) months from the original scheduled arrival date.
- 2) Cancellations providing less than seven (7) days notice prior to scheduled arrival date will result in forfeiture of all monies paid.

Low Season

- 1) Cancellations providing more than 24 hours notice prior to scheduled arrival date will be credited to the customer's account. A booking to use this credit can only be made once and must be used within twelve (12) months from the original scheduled arrival date.
- 2) Cancellations providing less than 24 hours notice prior to scheduled arrival date will result in forfeiture of all monies paid.

DISCLAIMER

Base tariffs are reviewed on 1 February each year and are subject to change without notice.

5.0 REFERENCES/ASSOCIATED DOCUMENTS

Not Applicable