



Home Hill Caravan Park

Booking and Cancellation

Terms & Conditions

Bookings

To secure a confirmed booking full payment must be made at time of booking. This secures your booking for the period of your intended stay and guarantees you a site or cabin. Payment is to be made by Mastercard or Visa only, cash transactions are not available.

If you wish to stay beyond the period of your original booking, we request that you advise us as soon as you are aware so that we can try and meet your request. Please note in some circumstances you may be asked to change sites or rooms, however we will try to minimise this inconvenience.

Bookings can be made up to twelve months in advance only, with all bookings subject to any fee increase which may have occurred since the booking was made.

Cancellation Policy

Changes and cancellations must be made more than 48 hours prior to arrival. If a cancellation is made within 48 hours of arrival the payment is forfeited.

No-show Policy

Your reservation may be cancelled by the park owner without refund of any paid amount, if the park owner is not notified of your cancellation at least 48 hours prior to arrival, or if you do not arrive by 10am on the day after your scheduled arrival date.

Reasons for Policy

While we always regret the necessity to impose charges upon guests who do not use the accommodation, we have found it necessary to make these charges for the circumstances outlined above.

We hope you will understand the basis of our policy and keep us informed of your plans to avoid any unnecessary charges.

Note:

- Guests will be provided with site/cabin information including any codes, if applicable, prior to arrival.
- No refund will be issued for early departure;
- Deposits may be transferred to another booking or name – at the discretion of management.
- We are unable to guarantee requests for specific sites but we will try to meet your request.

Please contact us either by email at admin@homehillcp.com.au or via phone on (07) 4783 9800 if you have any questions.

Thank you for your support.