



# Burdekin Cascades Caravan Park

## Booking and Cancellation

### Terms and Conditions

#### **Bookings**

To secure a confirmed booking, credit card details are required as security for the accommodation charges. All advanced bookings will be subject to a non-refundable deposit equivalent to the first night fee. This secures your booking for the period of your intended stay and guarantees your site, cabin or villa upon arrival. The balance is due on arrival. Payment may be made by cash or credit/debit card.

Where only one night is booked the total amount must be paid in advance when the booking is made.

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 may extend both the booking and your occupancy of your original room. Please note: in some circumstances you may be asked to change 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 72 hours prior to arrival. If a cancellation is made within 72 hours of arrival the deposit is forfeited.

#### **No-show Policy**

Your reservation may be cancelled by the park owner without refund of any paid deposit, if the park owner is not notified of your cancellation 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:

- Reception hours are 7.00am to 7.00pm. Guests arriving outside these times must contact park reception during reception hours to make alternate arrangements.
- 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

Thank you for your support.