

BOOKING POLICY - Sites and Cabins



School Holidays

Bookings of minimum one week up until one month prior to school holidays.

Long Weekends & Special Events (incl. Southern 80)

Bookings of minimum three nights taken until one month prior to the long weekend or special event.

Melbourne Cup

Bookings of minimum four nights taken until one month prior to Melbourne Cup Day.

Applicable to all periods above

Shorter bookings taken at park manager's discretion after this time or earlier if the booking can be added to the beginning or end of an existing booking.

All Other Periods

Bookings of minimum two nights for cabins with one night bookings taken on the day of arrival only, subject to availability (surcharge may apply). No minimum booking period for Sites.

PAYMENT FOR BOOKINGS

Christmas booking deposits required - \$200.00 (Cabins) & one week (Sites) at the time of booking. Christmas Balance is to be paid in full by 31st October.

All other periods – \$100 (cabins) & \$50.00 (sites) at time of booking (or one night's accommodation, when total tariff is less than this amount), with balance on arrival.

Easter, Southern 80 & Melbourne Cup Weekend (and other special events), deposit as above, however balance to be paid one month prior to arrival.

REFUND POLICY

Refunds of deposits and fees paid are available from Echuca Holiday Park under certain circumstances:

Peak Period Bookings:

Where at least 28 days notice of full cancellation has been given, deposits or prepayments will be refunded with the following options:

Option A: Cash or credit card refund of deposit or prepayment less \$10.00 administration fee.

Option B: Cheque refund or deposit or prepayment less \$20.00 administration fee.

Where less than 28 days notice has been given or for partial cancellation, deposits or prepayments will be refunded with the following options.

- If site/cabin is rebooked then Options A and B (above) are applicable.
- If site/cabin is not rebooked, no refund is made.

Off Peak and Shoulder Period Bookings:

Deposits or prepayments will be refunded with the following options:

Option A: Cash or credit card refund of deposit or prepayment less \$10.00 administration fee.
Arrived Bookings on sites only who are refunded in cash or credit card will NOT incur an Administration fee.

Option B: Cheque refund of deposit or prepayment less \$20.00 administration fee.

Online reservations

All online reservations require payment in full at the time of booking. Should guests prefer to only pay an initial deposit (subject to the conditions above) they will need to call the reservations staff to confirm their reservation. Some rates and specials displayed online may not be bookable over the phone or may require payment in full regardless of booking method. Remember to check the conditions of all specials advertised online before confirming a reservation or contact our friendly reservation staff for further information.

PLEASE NOTE: Where a deposit or prepayment is to be refunded an administration fee is to be charged. Alternatively where applicable the customer may allocate the total fund amount towards a future booking (to be used within 12 months) and no administration fee will apply.

