



Borough of Queenscliffe

Queenscliff & Point Lonsdale, Victoria, Australia

Queenscliffe Tourist Parks- Booking Terms and Conditions

Queenscliff Recreation Reserve, Victoria Park, Royal Park and Golightly Park

By making a booking with the Queenscliffe Tourist Parks you are accepting the following terms and conditions.

Number of guests

All camping and caravan sites are for 2 adults and up to 4 children, with a maximum of 6 people on any site. Extra adults or children are at an additional cost. A minimum of one adult needs to be on each booking.

Check in/Check out

Check in is from 12pm for campsites and 2pm for cabins (3pm in peak season).

If you will be arriving after 5pm please contact the Queenscliffe Tourist Park office on (03) 5258 1765.

Check out is 10am, late checkouts may be arranged – fees apply.

Payments

Off Peak and Shoulder

A deposit equal to one night booking is required at the time of booking. The balance is due 7 days prior to arrival.

Long weekends (Melbourne Cup, AFL Grand Final Weekend, Labour Day)

A deposit of one night's booking is due at the time of booking, the balance is due 14 days before arrival.

Peak (26th December- 31st January)

A non-refundable deposit of \$200 or one nights booking, whatever is greater is due at the time of booking with the balance being due by 1st November.

Queenscliff Music Festival/Easter/Hot Rods

A non-refundable deposit of \$200 or one nights booking, whatever is greater is due at the time of booking with the balance being due 30 days prior to arrival.

Packages (December, February, March and April)

A non-refundable deposit of \$200 is due at the time of booking with the balance being 30 days before arrival.



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Please note for all bookings: If the balance has not been paid prior to arrival, we will debit the credit card that is held as a secure token.

Camp Site and Cabins Guarantee

Queenscliff Tourist Parks reserve the right to move bookings to manage our business. Whilst we make every effort to provide guests with the accommodation requested, there are occasions when bookings may need to be moved to another site or cabin. If this occurs, we will make every attempt to notify guests of the change prior to their arrival, should time permit.

If the alternative accommodation is of the same standard (cabin) or at the same location (site), no refunds will be offered to guests, and the cancellation policy will apply.

If the alternative accommodation is of a lower standard (cabin) or at a different location (different park) and this does not meet the accommodation needs of the guest, a full refund will be provided.

Cancellations Policy

Cancellations need to be requested in writing via email to tourist.parks@queenscliff.vic.gov.au, an email confirmation of the cancellation will be provided.

If you cancel your booking the following cancellation policy applies-

Off Peak and Shoulder

Cancellations received 72hrs prior to arrival will be charged a \$25 cancellation fee and all monies paid less that fee will be refunded

Cancellations within 72hrs of arrival or no shows there will be no refund.

Long weekends (Melbourne Cup, AFL Grand Final Weekend, Labour Day)

If cancellation is received more than 14 days before arrival a \$25 cancellation fee will be charged and all monies paid less that fee will be refunded

If you cancel within 14 days of check-in there is no refund.

Peak (26th December- 31st January)

If cancellation is received more than 30 days before arrival a \$25 cancellation fee will be charged and all monies paid less that fee will be refunded

If you cancel your booking between 14-30 days from your arrival date you will be charged a cancellation fee equal to 50% of your booking and all monies less that fee will be refunded.

If you cancel within 14 days of check-in there is no refund.



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Queenscliff Music Festival/ Easter/Hot Rods

If cancellation is received more than 30 days before arrival a \$25 cancellation fee will be charged and all monies paid less that fee will be refunded

If you cancel your booking between 14-30 days from your arrival date you will be charged a cancellation fee equal to 50% of your booking and all monies less that fee will be refunded.

If you cancel within 14 days of check-in there is no refund.

Packages (December, February, March and April)

If cancellation is received more than 14 days before arrival a \$25 cancellation fee will be charged and all monies paid less that fee will be refunded

If you cancel within 14 days of check-in there is no refund.

Rebooking

Hot Rod weekend bookings – Must be rebooked prior to departure, bookings open to public from 14th February of each year.

Christmas and January booking – Must be rebooked prior to departure, bookings open to public from 14th February of each year.

Christmas and January booking are in week blocks, Saturday – Saturday only.

Transferring Bookings

Bookings are non-transferrable.

Cleaning Damage/Bond

Cabins must be left clean and tidy with all appliances in working order.

Please know that we reserve the right to charge your credit card with an extra cleaning fee in case our housekeeping team runs into the following:

- Very messy/dirty cabin
- Left behind dishes or excess rubbish
- Damage to the cabin
- Evidence of smoking in the cabin

The amount charged will be calculated on the extra hours required for cleaning, cost of repair or the amount of time the cabin is out of order.



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Credit Card fees

If you pay by MasterCard or Visa credit or debit card, we will charge a card surcharge of 1.75% of the total transaction value (excludes EFTPOS transactions). The surcharge amount will be displayed at the point of booking before you proceed to payment. We reserve the right to vary the surcharge in accordance with the applicable costs and merchant fees in accepting a credit card payment at any time without prior notice.

Credits

Credits for cancelled bookings may be offered in some circumstances, cancellation policy applies. Credits are valid for 12 months