



REFUND POLICY

Refunds of deposits and fees paid are available from Lazy Acres Caravan Park under the following terms and conditions:

High Season Bookings:

Where at least 28 days notice of the cancellation has been provided in writing to the Lazy Acres Caravan Park, deposits or pre-payments will be refunded, less a \$20.00 administration fee.

Where less than 28 days notice has been provided in writing to the Lazy Acres Caravan Park, deposits and pre-payments will be processed in the following ways:

- If the site/cabin is rebooked for the entire reserved period then a refund of the deposit or pre-payment monies will be provided, less a \$20.00 administration fee;
- If the site/cabin is rebooked for only a partial period of the reserved booking, a refund of the deposit or pre-payment monies for the partial rent period will be provided, less a \$20.00 administration fee;
- If the site/cabin is not rebooked for the reserved period, no refund of deposit or pre-payments will be provided.

Low and Mid Season Bookings:

Where at least 24 hours notice of cancellation has been provided in writing to the Lazy Acres Caravan Park, deposits or pre-payments will be refunded, less a \$20.00 administration fee.

PLEASE NOTE:

Where a deposit or pre-payment is to be refunded an administration fee is to be charged. Alternatively, the customer may allocate the total fund amount towards a future booking (to be used within 12 months) and no administration fee will apply.

Managers have the discretion to not enforce an administration fee if relevant information and evidence is provided to confirm the cancellation was made due to an emergency situation (this is on a case by case basis).

Please note - Refunds may take up to 6 weeks to process.