

We would love everyone to experience Tathra Beachside, but we understand that from time to time things change and you may need to reschedule or cancel your reservation. **Please read our cancellation policy below.**

1. COVID-19

With the Government Roadmap to Recovery pathway in place, we're now needing to move forward as best we can too. The policy below is now applicable for all reasons including all Covid possibilities. Please read the policy carefully as making a booking confirms that you agree with the terms and conditions.

2. Postponement

If you reschedule your booking, **these changes must meet the guidelines in our policies below** for your **entire deposit** to be transferred to the new booking, this will not attract any cancellation fee. Alternatively, the current deposit may be held as a full credit to use within 2 years. Please note, all **credits held or applied to future bookings cannot** be issued as refunds.

3. Low Season: May, June, July & August (excluding school holidays, long weekends, & special events)

Deposits for reservations made wholly or partially in low season will be refunded if the park is notified at least **5 days prior to your scheduled arrival**. A cancellation fee of \$50 per site or \$100 per accommodation unit applies.

4. Mid Season: Sept-April (excluding school holidays, long weekends & special event periods)

Deposits for reservations made wholly or partially in mid season will be refunded if you notify the park at least **28 days prior to your scheduled arrival**. A cancellation fee of \$50 per site or \$100 per accommodation unit applies.

5. High Season: All long weekends, special events & all other school holiday periods (excluding Christmas & Easter School Holidays)

Deposits for reservations made wholly or partially in high season will be refunded if you notify the park at least **60 days prior to your scheduled arrival**. A cancellation fee of \$100 per site or \$200 per accommodation unit applies.

6. Peak Season: Christmas/Summer School Holidays, & Easter/Autumn School Holidays

Deposits for reservations made wholly or partially in peak season may be credited or refunded if you notify the park by:

- **1st October** prior to your Christmas/Summer School Holiday booking.
- **1st February** prior to your Easter/Autumn School Holiday Booking.
- A cancellation fee of \$100 per site or \$200 per accommodation unit applies.
- **Cancellations made after these above dates will forfeit their full deposit.**

Deposit Requirements

To hold your booking, a deposit of 50% of the total cost is required by the due date. Please be advised, bookings may be automatically cancelled if the deposit requirements are not met.

Please notify us immediately if you have not received your booking emails, or the details need to be adjusted. Check out the travel insurance offer that is emailed to you upon booking (this is an independent agency).

Early Departures

We do not refund should you choose to cut short your reservation or holiday.

Failure to Notify of Cancellation

If you do not notify the park of your cancellation in writing, **prior to your arrival date**, any payments made toward your booking will be forfeited.