

## **Terms & Conditions, Cancellation Policy & Deposit Requirements Eureka Camping**

*For all camping and accommodation types: Please note before booking that the weather is out of our control and if you choose to cancel your booking due to weather conditions there will be no refund unless we deem it unsafe to have guests onsite which would result in business closure for certain dates. We urge all guests to read the cancellation and refund policy before booking to ensure they understand the terms upon cancelling a booking.*

### **Non-Peak Periods – Glamping Bell Tents**

For the glamping tents a \$50 deposit is required upon booking via direct debit.

If more than 14 days' notice of cancellation is given, the money paid is refundable minus a \$25 administration fee.

If booking is cancelled within 14 days of arrival, the money paid is only refundable if the accommodation can be resold for the same number of nights. If accommodation is resold for less amount of nights, you will only receive deposit back for the nights resold. (Minus \$25 administration fee).

If the accommodation cannot be resold, the deposit is non-refundable and non-transferable/non-creditable.

*Please see below for peak periods*

### **Peak Periods – Glamping Bell tents**

For the glamping tents a \$50 deposit is required upon booking via direct debit.

During peak periods such as school holidays and long weekends all glamping bell tents accommodation must be cancelled at least 30 days prior to arrival for the money paid to be refundable, minus the \$25 administration fee.

If the booking is cancelled within 30 days of arrival, the money paid is non-refundable and non-transferable/non-creditable unless accommodation is resold.

### **Unpowered Camping -Peak and Non-Peak Periods**

Camping bookings require the first night's fee for each individual to be paid upon booking.

If more than 7 days' notice of cancellation is given, the deposit/booking is refundable minus a \$20 administration fee.

If booking is cancelled within 7 days' of arrival the deposit/booking is non-refundable, but is transferable to a later date for one time only, that doesn't fall on school holidays/public holidays or long weekends.

### All Accommodation and Camping

NO Show and early Departures – No refund or credit applies. The weather is out of our control and if you decide to leave early due to poor weather no refund or credit will be given.

Please respect that we are a small business and the weather, and your individual circumstances are out of our control. Our staff deserve to be treated with respect. Aggressive behaviour and any form of verbal or physical abuse to our employees is not tolerated.

We urge all guests to read the cancellation and refund policy before booking to ensure they understand the terms upon cancelling a booking.