

Terms and Conditions

Acceptance of an accommodation booking is acknowledgment and agreement to these terms and conditions.

All tariffs based on the number of guests and accommodation type for the specified time and duration. Any changes thereto may change the tariff.

Prices quoted are current at time of booking, inclusive of GST and firm upon full payment for the specified time and duration.

Central Coast Holiday Parks do not accept bookings from persons under the age of 18 years of age. All guests under the age of 18 must be accompanied by a responsible adult such as a parent or guardian. We reserve the right to cancel any reservation where this condition is not met.

Cancellation Policy

Bookings cancelled 14 days or more prior to the arrival date will be refunded less one nights' accommodation.

Where bookings are cancelled less than 14 days prior to arrival, an amount equalling 25% of the total accommodation quoted above will be retained (or one night's accommodation whichever is greater).

Bookings can be moved. However, prices may change depending on the new booking period and amendment fees may apply.

Credits:

Credits can only be taken on direct bookings and excludes any bookings via online travel agents (Expedia, Wotif, Booking.com etc.)

Monies paid against a booking that has been cancelled as per the cancellation terms can be held in credit for a future booking.

Customers may hold credit on their client account for up to 12 months.

The same cancellation requirements as indicated above apply to Group bookings, however 30 days' notice must be given in this case.

Refunds:

Refund requests must be provided in writing.

No refunds are given for early departures or cancellations once arrived.

PLEASE NOTE: PROCESSING OF REFUNDS MAY TAKE UP TO 7 DAYS

COVID-19 Flexible Booking Policy

We understand the uncertainty surrounding COVID-19 and the potential impacts to travel. We offer flexible booking arrangements for those directly impacted by COVID-19 and allow for changes to stay dates or 12-month credits without penalty where the below applies:

- Travel restrictions imposed by state or commonwealth governments impact your ability to travel to our park or resort
- You are in self-isolation
- You are awaiting the results of a COVID-19 test
- You or a family member are sick with COVID-19
- You are concerned to travel for reason relating to COVID-19

If any of the above apply, we urge you to get in contact with the park directly to discuss alternative arrangements for your booking.

Promotions and Deals

Only one promotional/membership offer can be redeemed on any booking.

Promotional code, voucher or membership discounts must be redeemed at time of booking. Discounts will not be applied or refunded after a booking has been confirmed.

Other Conditions

For the safety, comfort and respect of all guests staying with the Central Coast Holiday Parks, we only allow one vehicle per booking.

If requested we will endeavour to hold a particular cabin/site, however we reserve the right to move your booking to an equivalent cabin/site category for the same period.

We reserve the right to refuse entry into Central Coast Holiday Parks. A full refund will be issued under these circumstances.

Persons under 18 years of age must be accompanied by a parent or guardian.

Cancellation/ refunds policies may vary depending on the online booking site used, or specific deal purchased, at time of booking. Please consult the relevant booking site for terms and conditions.