

Caravan park and camping grounds booking terms and conditions



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Updated as at 06/06/2022

By making a booking with a caravan park managed by the Great Ocean Road Coast and Parks Authority (The Authority) you are accepting the following terms and conditions.

CHECK IN/CHECK OUT

Check in from 12pm for Campsites & from 2pm for Cabins. If arriving after 6pm please contact reception.

Check out is 10am on day of departure. Late check outs can be arranged - a fee may apply.

DEPOSITS AND PAYMENTS

Off Peak and Shoulder Season

A deposit of one nights tariff is payable at time of booking. The balance is payable on arrival.

Christmas (26 Dec – 28 Jan) and Easter bookings

A deposit of \$200 is payable at time of booking. The balance is payable by December 1st for Christmas bookings and March 1st for Easter bookings.

Peak Long Weekends (includes Melbourne Cup, Labour Day, Anzac Day, Queens Birthday, and special events)

A deposit of one nights tariff is payable at time of booking. The balance is payable two weeks before arrival.

NUMBER OF GUESTS

All camping/caravan site bookings include 4 people. At least one adult, must be in each group.

Extra adults and children are an additional cost.

All cabin bookings include 2 adults. Extra adults and children will incur a fee.

A child is classified as aged 3-17. Infants under 3 are free.

CAMP SITE AND CABIN GUARANTEES

All Great Ocean Road Coast and Parks Authority managed caravan 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.

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.

BOOKINGS MADE VIA THIRD PARTY WEBSITES EG. BOOKING.COM

All third party bookings websites have their own cancellation policies. If a booking is made via a third party, the conditions of that particular booking entity will be adhered to. Please note that these may be different from the caravan park booking conditions.

CLEANING AND DAMAGE

Cabins must be left in a tidy manner and facilities in working order. Dishes need to be cleaned, dried and replaced in the appropriate cupboards/drawers. If cabins are left excessively dirty, dishes unwashed or there is damage to the cabin, a fee will be charged to your credit card commensurate to the extra time required to clean or to repair the damage.

Our cabins are non-smoking. If guests have found to have smoked in the cabins, a fee will be charged to your credit card for cleaning to remove the smell and for any lost time as a result of being unable to sell the cabin due to the smell.

MARKETING

By providing your email address you agree to us sending you emails regarding park upgrades, updates and special promotional offers.

CANCELLATION POLICY

Off Peak and Shoulder Season

Free cancellation until 24 hours prior to arrival.

No refund for cancellations within 24 hours of arrival or during your stay.

Christmas (26 Dec – 28 Jan) and Easter casu

Free cancellation for bookings cancelled 30 days or more prior to arrival.

For cancellations 7-30 prior to arrival a cancellation fee equal to 50% of the total booking will be charged.

For cancellations within 7 days of arrival or during the stay, there is no refund.

Peak including Long Weekends (not including December, January or Easter)

For cancellations within 14 days of arrival, a cancellation fee equal to 50% of the total booking value will be charged.

For cancellations on the day of the booking or during the stay will not receive a refund.

COVID-19 FLEXIBLE CANCELLATION POLICY

Should any of the below impact your stay, you will be offered a full refund.

- You or an immediate family member becomes sick with COVID–19
- You are forced into self-isolation
- You are awaiting the results of a COVID–19 test or
- a State Government or Commonwealth Government directive is issued and means you are no longer able to travel to or from your destination.

The Great Ocean Road Coast and Parks Authority (the Authority) was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with our Traditional Owners, our role is to manage, protect and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.