



## **Accommodation, Booking and Cancellation Policy**

- Payee agrees that Monto Caravan Park is not their permanent place of residency and therefore have no claim under the Residential Tenancy and Rooming Accommodation Act of 2008. The intention of their stay is for holiday/short term purposes only.
- A credit card deposit equivalent to 50% of your stay is required at the time of booking. The Park will process a charge against your credit card and post or email a confirmation to the address supplied. The balance is due upon check-in.
- Cabin occupancy - Monto Caravan Park reserves the right to obtain a copy of your credit card details as security. A credit card must be produced in the name of the person staying. Any damage, losses, extra cleaning charges or outstanding amounts may be charged against that card, which will be recorded. Contact with card holder will be made to advice prior to exercising this right.
- For caravan and camp sites additional adults and children 2-15yrs attract an extra tariff of \$8 per person per night. The additional tariff applies for any more than 2 people.
- Additional people in cabins will incur additional tariffs. Each cabin varies on the basic occupancy. Please confirm these details at the time of booking.
- Cabin prices are based on twin share. If you require additional beds then please contact us at the time of booking.
- Bunk beds – 'Warning Top bunks are not suitable for children under 12yrs of age' as stated in Australian Standards.
- Please do not allow your pet on our linen, furniture or bedding, as additional charges will be incurred

### **Cancellation Policy:**

- Changes and cancellations for stays must be made 72hrs prior to arrival. A cancellation made prior to the 72hrs before arrival date will receive a refund of deposit paid; **less** a 10% administration fee to cover administration costs.
- Cancellations to bookings made less than 72hrs before arrival, will forfeit deposits paid. Changes to existing bookings such as early departures or other may incur a fee. This fee is at the discretion of Management.