

# Refund Policy



Refunds of deposits and fees paid are available from Portland Holiday Park under certain circumstances:

## PEAK PERIOD BOOKINGS:

Where at least 28 days notice of full cancellation has been given, deposits or prepayments will be refunded with the following options:

**Option A:** Cash or credit card refund of deposit or prepayment less \$10.00 administration fee.

**Option B:** Cheque refund of deposit or prepayment less \$20.00 administration fee.

Where less than 28 days' notice has been given or for partial cancellation, deposits or prepayments will be refunded with the following options:

- If site/lodging is rebooked then Options A and B (above) are applicable.
- If site/lodging is not rebooked, no refund is made.

## OFF PEAK AND SHOULDER PERIOD BOOKINGS:

Deposits or prepayments will be refunded with the following options:

**Option A:** Cash or credit card refund of deposit or prepayment less \$10.00 administration fee. Arrived Bookings on sites only, who are refunded in cash or credit card will NOT incur an Administration fee.

**Option B:** Cheque refund of deposit or prepayment less \$20.00 administration fee.

## PLEASE NOTE:

Where a deposit or prepayment is to be refunded an administration fee is to be charged. Alternatively, the customer may allocate the total fund amount towards a future booking (to be used within 12 months) and no administration fee will apply. Managers have the discretion to not enforce an administration fee due to emergencies (health reasons etc).

## PORTLAND BAY HOLIDAY PARK

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