



DEPOSITS, CANCELLATIONS & REFUNDS

Low/Mid Season	
Deposit:	First night charge to be paid at time of booking to secure site / accommodation.
Cancellation:	Cancellation requests must be in writing either via mail to:- Esk Caravan Park, 26 Hassall Street, ESK, QLD, 4312 or via email to:- info@eskcaravanpark.com.au
14 days + Notice	Refund of monies paid less administration fee of \$30 <i>(Monies will only be refunded by the same method in which they were originally paid.)</i>
Within 14 days of arrival date.	No refund of monies paid.
Peak Periods – Christmas, Easter, Long Weekends & Races Weekends	
Deposit:	First night charge to be paid at time of booking to secure site / accommodation. CHRISTMAS BALANCE to be paid in full by 31st October. OTHER PEAK PERIOD BALANCES to be paid in full one month prior to arrival date.
Cancellation:	Cancellation requests must be in writing either via mail to:- Esk Caravan Park, 26 Hassall Street, ESK, QLD, 4312 or via email to:- info@eskcaravanpark.com.au
28 days + Notice	Refund of monies paid less administration fee of \$30 <i>(Monies will only be refunded by the same method in which they were originally paid.)</i>
Within 28 days of arrival date.	No refund of monies paid.
Date Change:	Provided 14 day's notice is given for low season bookings or 30 days notice for peak period bookings, we can honour this request. However, booking can only be changed once from the original booking dates.
Failure to Notify of Cancellation	If you do not notify the park office of your cancellation or, if you do not arrive by 10am on the day after your scheduled arrival date, your reservation may be cancelled by the park manager without refund of any paid monies.
Please Note:	
<ul style="list-style-type: none"> • Where a deposit or prepayment is to be refunded, a \$30 administration fee will be charged. Alternatively, the total refund amount may be transferred to your guest account (to be used within 12 months) and no administration fee will apply. • Reservation nights cannot be reduced on check in. • Specific Cabins or Sites cannot be guaranteed, all preferences are taken into consideration. • We reserve the right to relocate a booking from any Site or Cabin, without notice. • Cheques cannot be accepted on arrival. • Minimum booking periods must be observed with all reservations. • A refund or transfer of dates is not given for unexpected departures. • Valid credit card details are required for all Cabin reservations. • Refunds can take up to 30 days to appear in your account. 	