

Refund Policy



Refunds of deposits and fees paid are available from Ettalong Beach Holiday Village 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).

ETTALONG BEACH HOLIDAY VILLAGE

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Because it's great outdoors