



## Booking Terms & Conditions

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By making a booking with Anglesea Family, Lorne Foreshore or Torquay Foreshore Caravan Parks you accept the following terms and conditions.

### COVID-19 UPDATED POLICY:

To offer our guests booking flexibility during Covid-19 times, the following payment and cancellation policy applies for bookings made prior to 20 December 2020, for stays before 20 December 2020 (excluding AFL Grandfinal and Melbourne Cup weekends).

- No deposit is required at time of booking.
- Free cancellation up until 7 days prior to arrival.
- Full payment will be taken 7 days prior to your arrival.
- Cancellations within 7 days will incur a \$25 administration charge.
- Cancellations on the day of arrival or during stay are non refundable.

For AFL Grandfinal and Melbourne Cup weekend bookings are subject to usual cancellation policy. See below.

### BOOKINGS MADE VIA THIRD PARTIES:

All third party bookings websites (eg. booking.com) 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.

For stays and bookings made after 20 December 2020, our usual terms and conditions will apply. Please see below.

### PAYMENT POLICY:

Off Peak and Shoulder Season

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

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

A deposit of \$100 is payable at time of booking. The balance is payable two weeks before arrival.

Minimum Night Stays

At various times throughout the year, the caravan parks require a minimum number of nights to be booked, due to high demand, for example minimum 2 night stay. This will be clearly advertised at the time of booking.

A deposit of \$100 is payable at time of booking. The balance is payable two weeks before arrival.

December/January casuals and Easter casuals

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

### 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 3-18. Infants under 3 are free.

### CAMP SITES AND CABINS GUARANTEE:

The Anglesea, Lorne, Torquay 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, should time permit.

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.

**CHECK IN/OUT:**

Check in time is 2pm for cabins and 12pm for camp sites in peak season  
Check in time at other times of the year can be arranged with management  
Check out time is 10am all year round

**CANCELLATION POLICY:****Off Peak and Shoulder Season**

Cancellations – up until 1 day before the booking will incur an administration fee of \$25 per booking.  
Cancellations - on the day of the arrival or during the stay will not receive a refund.

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

Cancellations – up until 14 days prior to the booking will incur an administration fee of \$25 per booking.  
Cancellations – within 14 days of the booking will incur a cancellation fee equal to 50% of the total booking value.  
Cancellations - on the day of the arrival or during the stay will not receive a refund.

**Minimum Night Stays**

Cancellations – up until 14 days prior to the booking will incur an administration fee of \$25 per booking.  
Cancellations – within 14 days of the booking will incur a cancellation fee equal to 50% of the total booking value.  
Cancellations - on the day of the arrival or during the stay will not receive a refund.  
Reduction in number of nights stay – are not possible, guests either pay the full value of the booking or completely cancel the booking subject to the cancellation policy.

**December/January casuals and Easter casuals**

Cancellations – up until 30 days prior to the arrival will incur an administration fee of \$25 per booking.  
Cancellations – within 30 days and up to 7 days of the booking will incur a cancellation fee equal to 50% of the total booking value.  
Cancellations – within 7 days of the arrival or during the stay will not receive a refund.

**BOOKINGS MADE VIA THIRD PARTIES:**

All third party bookings websites (eg. booking.com) 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 & 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.

**PEAK DATES:**

The peak dates will change slightly each year in accordance with calendar movements:  
The dates shown below are a general guide only and seasonal times should be confirmed with the site when booking.

Peak: 21st Dec- 29 Jan, Easter and some long weekends and special events

Anglesea Family, Torquay Foreshore and Lorne Foreshore Caravan Park are managed by the Great Ocean Road Coast Committee. Great Ocean Road Coast Committee is a not for profit organisation that manages 37km of public land and coastline from Torquay to Lorne. All dollars raised through GORCC's operations are reinvested back into the coastal environment, caravan parks and the community. To learn more about Great Ocean Road Coast Committee visit the website [www.gorcc.com.au](http://www.gorcc.com.au).