



District Council of
Mount Remarkable

Policy Manual

MELROSE CARAVAN PARK BOOKING AND REFUND POLICY

Prepared by the District Council of Mount Remarkable
Adopted by Council at its meeting on
Tuesday 16 October 2018
Version 01.01

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Related Procedures:	
Policy Document Status:	Unrestricted

1 Policy Intent

This policy is to provide clear criteria for bookings and refunds for the Melrose Caravan Park.

2 Accommodation Bookings

2.1 Cabins and Powered sites

Period prior to the Easter Long Weekend to the end of the October Long Weekend

Long Weekends, School Holidays and Special Events

Bookings of a minimum of two nights can be taken up until one month prior to the long weekend or special event.

All Other Periods

Minimums may apply

Management reserves the right to relocate or change the site number/accommodation number after booking.

2.2 Unpowered Sites

All Periods

Unpowered site are not to be booked in advance or allocated. Only selected/ taken on arrival.

3 Payments/Deposits

Period prior to the Easter Long Weekend to the end of the October Long Weekend

We take the price of the first night's accommodation as a deposit, and the rest is paid on arrival.

Long Weekends, School Holidays and Special Events is to be paid in full on booking.

All Other Periods

For accommodation, the cost of the first night is taken as a deposit and the balance is paid on arrival.

4 Refund Policy

NOTE: The Electronic version in Council's Record Management System is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

Refunds of deposits and fees paid are available under the following circumstances:

Period prior to the Easter Long Weekend to the end of the October Long Weekend

Cancellations providing more than 28 days' notice in relation to the scheduled arrival date are fully refundable.

Cancellations inside 28 days of the scheduled arrival date will result in forfeiture of all monies paid unless the site/accommodation can be rebooked.

All Other Periods

Cancellations providing more than 24 hours' notice in relation to scheduled arrival date are fully refundable.

Cancellations inside 24 hours of the scheduled arrival date will result in forfeiture of all monies paid.

Please Note: Where a deposit or prepayment is to be refunded, an administration fee is to be charged. Alternatively, the total refund amount may be transferred to a future booking (to be used within 12 months) and no administration fee will apply.

5 Early Departures

Melrose Caravan Park does not refund should you cut short your reservation or holiday.

6 Online Reservations

All online reservations require payment in full at the time of booking. Should guests prefer to only pay an initial deposit (subject to the conditions above) they will need to call the reservations staff to confirm their reservation. Some rates and special offers displayed online may not be bookable over the phone or may require payment in full regardless of booking method. Remember to check the terms and conditions of all special offers advertised online before confirming a reservation or contact our friendly reservation staff for further information.

7 Review of Policy

The effectiveness of this policy shall be reviewed every two years. The Chief Executive Officer will report to the Caravan Park Management Committee and Council on the outcome of the evaluation (if any) and make any recommendations for amendment, alteration or a substitution of a new policy.

8 Further Information

This Policy is available for inspection at the Council office and any person may obtain a copy of this Policy upon payment of the fee fixed by Council in accordance with Council's Fees and Charges adopted each financial year. It is also available for perusal on Council's website, www.mtr.sa.gov.au.

Any grievance in relation to this policy or its application should be forwarded in writing to the Chief Executive Officer of the Council.

Approved:



Chief Executive Officer

Date: 16/10/2018