



Cancellation & Refund Policy

Cancellations

You may cancel your booking by doing so at least 14 days prior to your scheduled arrival date. Regardless of your initial method of payment, you will not be entitled to a refund, but will be issued a credit for the balance of any unused stay, less a \$5 administration fee. Any balance of fees will be held in credit for use within 12 months from the date the credit was created. Should you not use your credit by the end of the 12 month period, it will be forfeited to Straddie Camping.

You may cancel your booking either online at www.straddiecamping.com.au, or by contacting our Reservations Centre on 07-3409-9668.

Changes to Bookings

Bookings may be altered subject to availability, and by giving 14 days notice. You may change your booking to another date, by doing so at least 14 days prior to your scheduled arrival date, either online at www.straddiecamping.com.au, or by contacting our Reservations Centre on 07-3409-9668. An administration fee of \$5 is charged each time you make a change to your booking.

Changes that result in an increase in camping fees will require the payment of the difference in the initial fee paid, and the new fees owing, as well as the \$5 administration fee.

You may change a booking to decrease the number of nights, however if you do so you will not be entitled to a refund. You will receive a credit for the balance, less a \$5 administration fee. Any balance of fees will be held in credit for use within 12 months from the date the credit was created.

Request to extend camping

A request to extend camping made immediately before or during your stay will be considered where possible, and will require full payment of any additional fees.

Early Departure

Campers who leave the Parks early, or do not arrive on their scheduled arrival day will not be entitled to a refund or credit. Adverse weather is not a reason for either refund or credit. At the discretion of the Business Operations Manager, and on compassionate grounds only, customers may receive a credit to return in an off peak period. Such requests must be made in writing.

Extreme Situations

In the event that access to camping grounds is prevented by weather extremes or emergency situations, or if facilities are closed for all or part of the camping permit period, we will at no additional cost, offer alternative camping for the unused balance of your stay, within the next 12 months from the first day of your booking. If the alternative is unavailable or unacceptable, we will refund the payment for the unused balance of your stay in full.

Reservations Centre Booking

If you have made a booking with one of our friendly Reservations Centre staff, please contact our Reservations Centre on 07-3409-9668 regarding changes to your stay. You will need to provide your Reservation Number located at the top of your booking to make any changes to your booking. Your Reservation Number is confidential and should only be given to Straddie Camping staff or your travel agent.

Internet Bookings (coming soon)

If you have created your own booking online, you can take advantage of our online change and cancel facility. You can make your change or cancellation at the Manage Bookings section and follow the instructions. You can also change or cancel your booking via your web enabled mobile phone, by accessing our mobile platform mobile.straddiecamping.com.au. Alternatively, you can contact our Reservations Centre on 07-3409-9668 regarding changes to your stay. Note: Changes made via the Reservations Centre are subject to Reservations Centre prices, which can be more than the Internet prices.

Booking Agents

If you purchase camping on a third party website, or from a Booking Agent, any query regarding the purchase, or any refund request, must be referred to the website on which you made the purchase, or the Booking Agent who sold you the camping.

Refunds



In the unlikely event that Straddie Camping is unable to provide a site/cabin on the date listed on your confirmation documents, you will be offered an alternative site/cabin, alternative date or a full or part refund of your booking in recognition of the changed site/cabin.

We will reject a claim for a refund based on circumstances outside of our control including:

- unfavourable or unpleasant weather conditions before or during the camping or other activity.
- personal decisions to change visit plans.
- personal decisions to arrive some time after the permit start date or leave before the permit end date.
- the failure of a person or group to obtain a transport booking or the failure of their chosen transport to operate.
- ill health or sickness not of a life-threatening nature.

Claims for refunds

All claims must be made in writing either by email to custcare@straddiecamping.com.au or by mail to the below address:

Straddie Cmapping
1 Junner Street (P.O. Box 160)
Dunwich, North Stradbroke Island
Queensland, 4183
Australia

When a claim is made in writing and sent by post, the date of claim will be when the claim was received.