



**TWEED COAST HOLIDAY PARKS
RESERVE TRUST**
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Transfer/Refund Policy - Client Handout

The following information is provided to assist clients seeking to change, transfer or refund their reservation. Adoption of this Policy will avoid delay and allow Tweed Coast Holiday Parks to efficiently respond to a Transfer/Refund request.

All requests for reservation changes, transfers, and refunds **must be in writing** and forwarded to Holiday Park Management by hand, mail, email or facsimile.

Changing a Reservation in the Off-Peak Period

No administration fee will be charged when a client requests to change an existing reservation in the **Off-Peak Period**.

Holiday Park Management will accept a request to change a reservation when a client provides one (1) week or more notice to:

- Change arrival/departure dates.
- Requests for unused funds to be transferred to a future reservation in the same Holiday Park.
- Requests a change of site (subject to availability).

*Note: A request to change a reservation in the **Peak/Shoulder Period** shall be treated as a transfer and a request to change a reservation that provides less than one (1) week notice shall be treated as a refund (see Un-Relet Fees).*

Transfers and Refunds

Holiday Park Management will consider all requests for a transfer/refund when a client provides one (1) week or more notice.

An administration fee of \$40 will be deducted from **every transfer/refund**.

All transfer/refund requests will be submitted along with the written client request to Tweed Coast Holiday Parks Administration for consideration in the following circumstances:

- A client requests to transfer funds from one reservation to another reservation in a different name.
- Less than one (1) week notice is given (see Un-Relet Fees).
- Client requires to be refunded by Direct Credit.

Note: A client request to transfer funds from one Tweed Coast Holiday Park to another shall be treated as a refund—transfer of funds from one Park to another is not available.

Un-Relet Fees

A refund request that provides less than one (1) week notice of cancellation will be acknowledged by the Park Manager of the relevant Holiday Park. The Park Manager will then attempt to sell the site/product booked to other customers. Where the site/product booked is sold totally to other customers a refund will be issued.

Where the site/product booked is not sold to other customers, or only partially sold (e.g. not all nights booked have been resold), the value of the unsold portion of the booking will be deducted.

Where the site/product booked is not sold to other customers, and other such sites/products remained available, then the Park Manager may recommend a refund.

FULL NAME:

PARK NAME:

SITE NO:

RES NO:

REASON FOR TRANSFER/REFUND REQUEST:

SIGNATURE:

DATE:



**TWEED COAST HOLIDAY
PARKS RESERVE TRUST**

**TRANSFER/REFUND
POLICY**

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