



**TWEED COAST HOLIDAY PARKS
RESERVE TRUST**
PO Box 1013
Tweed Heads NSW 2485
5 Dry Dock Road,
Tweed Heads South NSW 2486

Phone: 07 5523 4111
Fax: 07 5523 4121
Email: admin@tchp.com.au
ABN: 16 910 744 225

Refund Policy - Client Handout

The following information is provided to assist clients seeking to change or refund their reservation. Tweed Coast Holiday Parks adopted this policy to efficiently respond to a Refund request.

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

Refunds

Holiday Park Management will consider all requests for a refund when a client provides one (1) week or more notice. An administration fee of \$40 will be deducted from **every refund**.

All refund requests will be submitted along with a documented 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 with no Administration fee – transfer of funds from one Park to another is not available.

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.
- Request a change of site (subject to availability).

*Note: A request to change a reservation in the **Peak/Shoulder Period** shall be charged a \$40 Administration fee. For a request to change a reservation that provides less than one (1) week notice see Un-Relet Fees.*

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 less a \$40 Administration fee.

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.

Failure to Notify of Cancellation / No Arrival

If a client does not notify Holiday Park Management of their intention to cancel a reservation and do not arrive, Holiday Park Management will exhaust all means to make contact with the client. If no contact can be made, the reservation will be cancelled at 10am the day after the arrival date and no refund will be issued.

