



Cancellation Policy

We cannot be held responsible for events outside our control including illness and severe weather events.

We adhere to our policy regardless of your reason so please read carefully

- **All bookings made for declared peak periods (all school holidays and long weekends) receive no refund regardless of when they are cancelled.**
- **Please consider this before you book.**
- **A 50% refund will be considered only if the full booking is replaced with another fully paid booking.**
- No refund applies to bookings cancelled inside 30 days all year around.
- Bookings outside declared holidays and long weekends cancelled with more than 30 days notice for an off peak booking receive a 50% refund
- Deposits are not transferrable
- No reimbursements for an early departure.
- No show – if you have not arrived on your expected date without notification we may replace your booking with another the next day.

Deposits/Fees

- All bookings require a deposit of 50% to be paid within 7 days of making reservation or booking will be automatically cancelled.
- Bookings made within 7 days require full payment on booking

Check in time is 2pm for cabins 12 midday for campsites

Check out time is strictly 10am for all bookings