

Booking terms and conditions



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

CARAVAN PARKS AND CAMPING GROUNDS

Updated October 2023

By making a booking with a caravan park managed by the Great Ocean Road Coast and Parks Authority (the Authority) you are accepting the following terms and conditions.

CHECK IN/CHECK OUT

Check in is from 12pm noon for campsites and 2pm for cabins. If arriving after 5pm, please contact Park Reception prior to closing time. Check out is at 10am on the day of departure. Late check outs may be arranged - a fee may apply.

DEPOSITS AND PAYMENTS

Off Peak and Shoulder Season

A deposit of one night's tariff is payable at the time of booking. The balance is payable on day of arrival.

Christmas (23 December – 31 January) and Easter bookings

A deposit of \$200 or one night's tariff (whichever greater) is payable at the time of booking.

The balance is payable by 1 October for bookings between 23 December to 31 January.

The balance is payable by 1 March for bookings during the Easter period

Long weekends (includes Melbourne Cup, AFL Grand Final, Labour Day, ANZAC Day, Kings Birthday)

A deposit of \$200 or one night's tariff (whichever is greater) is payable at the time of booking. The balance is payable 14 days before arrival.

REBOOKING

Christmas and Easter rebooking's

Christmas & January – by 30 January / Open to public from 14 February

Easter – during stay / Open to public 7 days from Easter Monday

Labour Day / Anzac Day / Kings Birthday / AFL Grand Final / Melbourne Cup – during stay preferred / no holds.

CANCELLATION POLICY

Off Peak and Shoulder Season (not including long weekends)

Free cancellation up until 72 hours prior to arrival. No refund for cancellations within 72 hours of arrival or during your stay.

Christmas (23 December – 31 January) and Easter bookings

Free cancellation for bookings cancelled 30 days or more prior to arrival.

For cancellations within 14 to 29 days prior to the check in date, a cancellation fee equal to 50% of the total booking will be charged.

For cancellations within 13 days of check in date, there is no refund.

Peak including long weekends and events (not including December, January, or Easter)

For cancellations within 13 days of arrival, a cancellation fee equal to 50% of the total booking value will be charged.

PRIMARY BOOKING HOLDER

Only one primary booking holder is permitted per booking.

Bookings are non-transferrable and on-selling accommodation is prohibited.

NUMBER OF GUESTS

All camping and caravan site bookings include four people. At least one adult must be in each group. Extra adults and children are an additional cost. Maximum four adults per site.

All cabin bookings include two adults. Extra adults and children will incur a fee. A child is classified as aged 3-17 years. Infants under three years are free.

CAMP SITE AND CABIN GUARANTEES

We reserve the right to move bookings to manage our business. While we make every effort to provide guests with the accommodation requested, there are occasions when bookings may need to be moved to another site or cabin. If this occurs, we will make every attempt to notify guests of the change before their arrival. We will aim to provide alternative accommodation of the similar standard (cabin) or at the similar location (site).

BOOKINGS MADE VIA THIRD PARTY WEBSITES

All third-party booking websites have their own cancellation policies. If a booking is made via a third party, the conditions of that booking entity will be adhered to. Please note that these may be different from the Caravan Parks and Camping Grounds Booking and Tariff Policy.

CLEANING AND DAMAGE

Cabins must be left in a tidy manner and facilities in working order.

Dishes need to be cleaned, dried, and replaced in the appropriate cupboards or drawers. If cabins are left excessively dirty, dishes unwashed or there is damage to the cabin, a fee will be charged to your credit card commensurate to the extra time required to clean or repair the damage.

Our cabins are non-smoking. If guests have been found to have smoked in the cabins, a fee will be charged to your credit card for cleaning to remove the smell and for any lost time because of being unable to sell the cabin due to the smell.

CREDITS

Caravan Park and Camping Grounds do offer accommodation credits. Cancellation Policy applies.

Credits are valid for 12 months.

The Great Ocean Road Coast and Parks Authority was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with the Traditional Owners, our role is to manage, protect and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.