

Caravan Parks and Camping Grounds Booking Terms & Conditions

Applicable for bookings made from 2 February 2026 onwards

By making a booking at a caravan park or camping ground managed by the Great Ocean Road Coast and Parks Authority (the Authority) you are accepting the following terms and conditions:

CHECK IN/CHECK OUT

1. Check in is from 12pm noon for campsites and 2pm for cabins (3pm during Peak Season). If arriving after 4pm, please contact Park reception prior to closing time.
2. Check out is at 10am on the day of departure. Late check outs may be arranged, subject to availability and Park approval - a fee may apply.

DEPOSITS AND PAYMENTS

Low Season and and Shoulder Season

3. A deposit of one night's tariff is required at the time of booking. The balance is payable 72 hours prior to scheduled check-in date and will be debited automatically from credit card on file.

Peak Season

4. A deposit of \$200 or one night's tariff (whichever is greater) is required at the time of booking.
5. The balance is payable by 1 October for bookings during Summer Peak. Payments will be debited automatically from credit card on file.
6. The balance is payable by 1 March for bookings during Easter Peak. Payments will be debited automatically from credit card on file.

Public Holidays

7. A deposit of \$200 or one night's tariff (whichever is greater) is required at the time of booking. The balance is payable 14 days prior to scheduled check-in date and will be debited automatically from credit card on file.

REBOOKING DURING PEAK PERIODS

8. Guests who have bookings for a minimum of 7 nights are offered the opportunity to rebook their booking for the following year at certain peak times as set out in clauses 9 – 14 below. Any rebooking's that are cancelled remain subject to the Cancellation Policy.

Summer Peak

9. Summer Peak bookings for the following year must be rebooked during stay.
10. Bookings are open to the public from the second Tuesday of February each year.

Easter Peak

11. Easter Peak bookings for the following year must be rebooked during stay.
12. Bookings are open to the public, one week after Easter Monday.

Public Holidays

13. Public Holiday long weekends for the following year must be rebooked during stay.
14. Bookings are open to public 7 days after the relevant Public Holiday long weekend of each year.

CANCELLATION POLICY

Guest Cancellations

Low Season and Shoulder Season

15. 100% refund (minus a \$25 administration fee) if you cancel 72 hours or more prior to the check in date.
16. Cancellations made within 72 hours of scheduled check in date are non-refundable.

Peak Season

17. 100% refund (minus a \$25 administration fee) if you cancel 30 days or more prior to scheduled check in date.
18. 50% refund (minus a \$25 administration fee) if you cancel within 14 to 29 days prior to the check in date.

19. Cancellations made within 13 days of check in date are non-refundable.

No Show

20. If you do not arrive for your scheduled check in date (unless prior arrangements have been made with the Park), your booking will be cancelled, and you will forfeit any amount paid for your booking.

FORCE MAJEURE CANCELLATION BY THE PARK

21. If a Force Majeure Event occurs, the Park may cancel or modify a booking where reasonably necessary to protect the safety of guests, staff, or property. The Park will provide notice of any cancellation or modification as soon as reasonably practicable.

Guest Remedies

22. Where a booking is cancelled due to a Force Majeure Event, the Park will offer one of the following remedies, at its discretion:

- a. a credit equal to the amount paid, valid for a period of 12 months; or
- b. a transfer of the booking to alternative dates (subject to availability).

23. Where required by Australian Consumer Law, a refund may be provided.

Limitation of Liability

24. To the extent permitted by law, the Park is not liable for any additional costs, losses, or expenses incurred by guests as a result of a Force Majeure Event or any resulting cancellation or modification of a booking.

PRIMARY BOOKING HOLDER

25. Only one primary booking holder is permitted per booking.

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

NUMBER OF GUESTS

27. 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 of six guests per site. Maximum of four adults per site.

28. 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. Maximum cabin capacity applies depending on the cabin type, as advised by the Park.

CAMP SITE AND CABIN GUARANTEES

29. We reserve the right to relocate your booked site and/or cabin to alternative sites and/or cabins to manage our business. While we make every effort to provide guests with the accommodation requested, there are occasions when relocation to another site or cabin is required. If this occurs, we will make every attempt to notify guests of the change before their arrival. We will aim to provide alternative accommodation that is of similar standard (cabin) or at a similar location (site).

BOOKINGS MADE VIA THIRD PARTY WEBSITES

30. 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 these terms and conditions.

CLEANING AND DAMAGE

31. Cabins and Glamping tents must be left in a tidy manner and facilities in working order.
32. Dishes need to be cleaned, dried, and replaced in the appropriate cupboards or drawers. If cabins and glamping tents 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.
33. Our cabins and glamping tents 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 book the cabin due to the smell.

CREDITS

34. Parks may offer credits in special circumstances at the Park's discretion. The Cancellation Policy applies.
35. Credits are valid and to be used within 12 months and must be used at the same park of booking.

DEFINITIONS

Easter Peak	Means the days observed as public holidays for Good Friday and Easter Monday (and, where applicable, Easter Saturday and Easter Sunday) in the State of Victoria.
Force Majeure Event	A "Force Majeure Event" includes any event or circumstance beyond the reasonable control of the Park that prevents or materially affects its ability to operate safely or lawfully. This includes, but is not limited to: bushfire or extreme fire danger ratings (including Catastrophic FDR declarations), severe weather, natural disasters, government or emergency service directives, public health emergencies, utility failures,

or any other event that makes it unsafe or impracticable to provide accommodation or services.

Low Season Means 1 May to 31 October excluding Public Holiday long weekends which fall during this period.

Park Means the relevant caravan park or campground managed by the Authority that is subject to the booking.

Peak Season Means Summer Peak, Easter Peak, other Public Holiday long weekends and any other dates deemed to be high demand by the Park from time to time.

Public Holidays Means days declared as public holidays under the *Fair Work Act 2009* (Cth) and *Public Holidays Act 1993* (Vic).

Shoulder Season Means 1 November to 22 December and 1 February to 30 April excluding Public Holiday long weekends which fall during these periods.

Summer Peak Means 23 December – 31 January.

‘We’, ‘Our’ and ‘Authority’ The Great Ocean Road Coast and Parks Authority.

‘You’, ‘Your’ and ‘Guest’ Means the persons subject to the booking at a Park.

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.