



School Camp Booking Policy

- A deposit is required to confirm a booking. Direct deposits, NSW Government cheques or credit cards for payments
- For bookings made within 21 days of arrival we require full payment for bookings.
- Balance of payment for accommodation is required 4 weeks prior to arrival date.
- Final numbers of students, staff/helpers & bus drivers are required 6 weeks prior to arrival time. This number is final and no changes can be made after this time.
- Special School rates are only available Sunday – Thursday nights
- Any day visitors must go to office before entering the property.
- The management endeavours to hold the site or accommodations booked, however, reserve the right to transfer a booking should the occasion arise. We will however ensure that student safety is first in mind.
- A dedicated room for staff member/s is allocated in each accommodation building. We require at least one staff member to sleep in each accommodation building with the students.

School catering bookings

- All school catering bookings need to be advised at time of booking.
- Final guest numbers for catering need to be advised 6 weeks prior to arrival.
- Menu selection & dietary/special requirements is to be advised 6 weeks prior to arrival via email correspondence.
- Meal times are required by email 6 weeks prior to arrival.
- If balance payment for catering has not been received less than 4 weeks prior to arrival then you may forfeit the deposit which has been made.

Cancellation Policy – School camps

Refunds on deposits less a cancellation fee of \$200 per group building and \$50 per Cabin or Bungalow are only possible if:

- A) If cancellations are made in writing or email more than 16 weeks prior to arrival date
- B) If property can be rebooked for the full period for the full Tariff.
- C) Cancellation less than 21 days prior to arrival nil refund
- D) Cancellation fee ONLY applies to the accommodation component.
- E) Cancellations due to Exceptional circumstances will be dealt with case by case.