

## CANCELLATION POLICY

We understand that sometimes plans fall through.

### NOTICE PERIOD:

- Cancellations to this park (Golden Terrace Holiday Park) must be at least 2 full days prior to your check-in date to avoid excess fees.

### CANCELLATION FEES

- Early Cancellations - Cancellations made more than 2 full days prior to your check-in date - will receive a refund of the deposit paid less a \$10 administrative fee.
- Late cancellations – Cancellations made less than 2 full days prior to your check-in date - will forfeit the deposit amount equal to the first night stay amount.
- This property (Golden Terrace Holiday Park) has a "NO REFUND" policy for any "NO SHOWS", early check outs or late check ins.

### CANCELLATION PROCEDURE

- If you need to cancel your booking, please contact our office either by phone on 0448 873 510 or via email at [goldenterrace1@bigpond.com](mailto:goldenterrace1@bigpond.com) with your name, dates, phone number, email address, and your reservation number if you have one.

### EXCEPTIONS

- Exceptions will be made if you are simply changing your dates or there has been an emergency or severe illness. Please contact us as soon as possible and we will do our best to accommodate you.