

Ballina Headlands Leisure Park

BOOKING SEASONS & CONDITIONS 2009/2010

LOW SEASON

- Low season rates apply all times outside Weekend rates, Shoulder Season and Christmas Peak Season, no minimum booking period.
- Weekly rates only apply if booked and paid for prior or upon arrival. Extensions of bookings within 24 hours of arrival will also achieve special rates. Otherwise nightly rates will apply.
- Weekend rates apply to bookings for Friday or Saturday nights or long weekends as per Weekend season rates.

WEEKEND

- Weekend rates apply for Friday and Saturday nights outside other seasons
- Weekend rates apply for Long Weekends –NSW or QLD (minimum 3 nights)

EASTER (Cabins min 4 night stay/Sites min 5 night stay)

- 9th April – 14th April

SHOULDER SEASON (Min 3 night stay)

- 9th July – 14th July (Gromfest)
- August (Splendour in the Grass)
- 12th December 2009 – 19th December 2009
- 10th January 2010 – 26th January 2010

CHRISTMAS PEAK (Min 7 night stay)

- 19th December 2009 – 10th January 2010

BOOKING CONDITIONS

- Online Bookings can be made via our website – Full payment is required upon booking, please read the Online booking conditions and cancellation policy for these bookings. (Online bookings are strictly non-refundable)
- Bookings can be made by phone and deposit paid using Master card, Visa or by mail with cheque or money order. Deposits are required within 7 working days of making phone reservations.
- Short notice bookings require a non-refundable deposit upon booking and verbal notification of our Cancellation and Refund Policy
- The deposit required is one night for off peak bookings and 50% of total tariff for all other seasons.
- The balance of tariff is to be paid upon arrival. No cheques accepted. A \$20.00 cash refundable key deposit is required upon check in.
- Management reserves the right to cancel bookings without notice if the deposit is not paid within 10 working days of making reservation.
- A contract will not be entered into with anyone under the age of 18 years. Therefore a responsible adult must accompany such persons.
- Management reserves the right to cancel bookings not paid in full upon arrival.
- The Management reserves the right to relocate or change the site number or cabin number when necessary after booking.

- Maximum number of persons per cabin will be determined by bedding configuration. No more than 4 adults per Superior Cabin or 3 adults for Deluxe Cabins at anyone time. Caravan & Tent sites are limited to one dwelling per site, with a maximum number of 4 adults per site.
- Weekend tariffs apply for Weekend bookings and long weekends.
- Top Tourist Discounts only apply upon presentation of card as per the Club Card Conditions of Use.
- Ballina Headlands Leisure Park has a **No Pet Policy**.
- The right to quiet enjoyment is offered to all of our guests, your entertainment should not be audible to your neighbours. All noise is to cease by 10.00pm. Drunken and offensive behaviour and rowdy parties will not be tolerated and guests involved will be asked to leave without refund.
- Late check outs are subject to availability - \$30.00 until 2pm and \$10.00 for every hour thereafter.

CANCELLATIONS AND REFUND POLICY

- Your booking is a contract that Ballina Headlands Leisure Park will honour
- Tariffs and deposits are not refundable if your stay is cut short; we accept no responsibility for bad weather or change of mind.
- Your booking is for a set time and once confirmed any change will result in liability for payment of the whole time booked unless you have cancelled in accordance with our policy.
- Cancellations received 4 weeks prior to the booking will be refunded less a \$30.00 fee per site or cabin.
- Cancellations notified less than 4 weeks before the booking will forfeit the deposit paid per site or cabin.
- Booked sites will only be held for 24 hours from commencement date unless otherwise arranged.