



Refund Policy

Refunds of deposits and fees paid are available from Ettalong Beach Village under certain circumstances:

Peak Period Bookings:

Where at least 28 days notice of full cancellation has been given, deposits or prepayments will be refunded with the following options:

Option A: Full credit of deposit or prepayment to a future booking (to be used within 12 months).

Option B: Refund of deposit or prepayment less \$20.00 administration fee.

Where less than 28 days' notice has been given or for partial cancellation, deposits or prepayments will be refunded with the following options:

- If site/cabin is rebooked then Options A and B are applicable.
- If site/cabin is not rebooked, no refund is made.

Off Peak & Shoulder Period Bookings:

Deposits or prepayments will be refunded with the following options:

Option A: Cash, or credit card refund of deposit or prepayment less \$10.00 administration fee.

Arrived Bookings on sites only, who are refunded in cash or credit card will NOT incur an Administration fee.

Option B: Cheque refund of deposit or prepayment less \$20.00 administration fee.

PLEASE NOTE: Where a deposit or prepayment is to be refunded an administration fee is to be charged. Alternatively, the customer may allocate the total fund amount towards a future booking (to be used within 12 months). Managers have the discretion to not enforce an administration fee due to emergencies (health reasons etc)