DISTRICT COUNCIL OF Streaky Bay
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BOOKING, CANCELLATION & REFUND POLICY

Policy No: **DCSB-FM-07.06**	Approved on: **17 November 2016**	Administered by: **General Manager of Business**
Last Reviewed: **June 2014**	Review Date **May 2018**	Record No: **F16/351**
Classification: **Governance**		
Strategic Plan link: **Strategy 1.1.7** Section 90(8a) & (8b) of the *Local Government Act 1999*		
References and related Policies, Procedures and Forms: *Local Government Act 1999* *Local Government (Elections) Act 1999* DCSB-G-09.01 Code of Conduct for Elected Members DCSB-HR-12.02 Code of Conduct for Council Employees		

1. Policy Objective

This policy is intended for use by Council Officers and Streaky Bay Foreshore Tourist Park Managers when making bookings at the Council owned Streaky Bay Foreshore Tourist Park.

2. Policy Statements

2.1 Cabin and Site Bookings

Christmas Holidays' (per adopted Seasons)

- Bookings of minimum one week duration up until October 31st.
- Shorter bookings taken at park manager's discretion.

Easter

- Bookings of a minimum 4 nights.
- Shorter bookings taken at park manager's discretion one month from arrival, subject to availability.

South Australian Long Weekends

- Bookings of minimum three days taken until one month prior to the long weekend.

All other periods (Cabins only)

- Bookings of minimum 2 nights with 1 night bookings taken on the day of arrival only, or at the managers discretion, but no more than one month in advance, and always subject to availability.

Bookings in advance (12 months ONLY)

Site and cabin holders have the first preference for re-booking for the following year, however the booking must be for the same site, for the same dates, and is subject to the parks minimum booking conditions. The onus is on the site-holder to re-book the site prior to departure; the park managers will not automatically allocate sites.

2.2 Payment for Bookings

High Season

- Cabins and Sites require a deposit of $200 at the time of booking.
- Christmas holidays balance is to be paid in full by 31st October.
- Easter balance to be paid one month prior to arrival.
- Smaller deposits will be taken as shorter bookings are taken (at park managers' discretion).

All Other Periods

- $100 (cabins) & $50 (sites) at time of booking
- Or one nights accommodation, when total tariff is less than this amount.
- Balance to be paid on arrival.

2.3 Refunds / Cancellations

Refunds of deposits and fees paid are available from Streaky Bay Foreshore Tourist Park under certain circumstances:

Where at least 30 days' notice of full cancellation has been given, deposits or prepayments will be refunded with the following options:

Option A: Cash or credit card refund of deposit or prepayment less $10 administration fee.

All guest refunds must be accompanied by a completed refund application form. All refund applications must be authorised by the Park Manager. Cash refunds must be signed by the guest who is cancelling the booking, acknowledging the payment of the refund. All refund application forms to be forwarded to Council weekly or as requested.

Where less than 30 days' notice has been given or for partial cancellation, deposits or prepayments will be refunded with the following options:

- Less than 30 days' but more than 15 days' notice 50% refund only to apply
- Less than 15 days' notice, no refund to apply

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) and no administration fee will apply. Only one transfer of a deposit or pre-payment is permitted in a 12 month period. Any deposits outstanding after 12 months from the original deposit payment date will be forfeited.

Once booking has commenced and departure occurs prior to booked date, no refund will be given. (Subject to manager discretion in cases of emergency)

3. Records Management

All records shall be kept and disposed of in accordance with Councils Records Management Policy & Procedure and the General Disposal Schedule 20 Version 5.

4. Availability of Policy

This policy will be available for inspection at the Council's principal office during ordinary business hours at no charge and Councils website. Copies of this policy may be obtained upon request at a cost to be determined by Council from time to time.