

## CANCELLATIONS & REFUNDS POLICY

If you wish to change any details of your booking, please contact Platypus Park directly and we will do our best to accommodate your request.

**Refunds:** You may be required to request a refund in writing, stating why you believe the refund payment should be considered. We will do our best to assist you, however cannot guarantee that changes can be made or that a full refund is possible.

Please note that bookings in certain time periods, or for certain accommodation types cannot be changed; however, in some instances, changes may be permitted however a charge may be imposed. Bookings where a credit has been retained for a future stay must be used within 2 years of the credits originating date otherwise credit becomes expired and will no longer be available for use.

### Accommodation Cancellation Charges

**More than 30 days** - If your accommodation booking is cancelled outside of 30 days a refund of the amount paid may be requested minus a \$75 Administration Fee. Alternatively, you may wish to receive a credit for use towards a future booking (based on availability). This credit will sit on the guest account and last 2 years from the cancellation date. If the credit is not used towards another booking within 2 years all money paid will be forfeited.

**Under 30 days** - If your accommodation booking is cancelled within 30 days of your arrival date you will forfeit 80% of your booking total. 20% of the booking total will be refunded to the guest who made the booking.

**Under 7 days** - If your accommodation booking is cancelled within 7 days of your arrival date you will forfeit 100% of your booking total. Please understand that we are a small business and may find it difficult to fill your vacant site so close to your booking. We apologise for any inconvenience.

### Weddings/ Functions Refunds

Deposit amounts for events vary depending on the Wedding/Function bookings. All cancellations and/or refund requests must be provided in writing.

Wedding and Function deposits are required to be made immediately to secure a booking via email or phone and an invoice will be generated and emailed to you.

Postponements will be assessed on a case-by-case basis and will be at the discretion of Platypus Park managers. If the original date is unable to be booked out for a similar event, a \$500 fee may be applied for the postponement.

**Weddings:** A \$1000 deposit is required to secure a wedding booking. Full payment must be received 45 days prior to the wedding date. Cancellation of weddings will forfeit deposit paid + 20% of total booking price.

**Private events** (other than weddings): A \$500 deposit is required to secure a Private Event booking. Full payment must be received 45 days prior to the event date. Cancellation of Private Events will forfeit the initial deposit paid + a \$75 Administration Fee.