

**Lake Leschenaultia**  
**Booking Alteration and Refund Terms**

These Booking Alteration and Refund Terms are applicable to Campground, Lawn Area and Shelter Bookings at Lake Leschenaultia.

**Refunds**

The amount of refund is dependent on the timeframe from the date of arrival as noted below:

A 75% refund will be made if you cancel your booking 31 days or more before your booked date of arrival.

- A 50% refund will be made if you cancel your booking 15 to 30 days before your booked date of arrival.
- No refund will be made if you cancel your booking less than 14 days prior to your booked date of arrival.

**Severe weather**

No refund or option to change your booking in the event of forecasted bad weather is available. The only time these conditions will not apply is when the park is closed by management due to a severe weather warning, or in an emergency situation. In these circumstances, we will contact you at the earliest possible opportunity to offer a change of date or full refund. If you have already commenced your experience and, dependent on your situation, an alternative camping date may be able to be arranged with booking staff to compensate for any loss of camp time.

**Booking Alterations**

Every change made to your existing booking will incur an \$8.50 booking alteration fee. The exceptions to this fee are:

- Extending your stay.
- Increasing the number of sites you have booked.

**Date Change**

You are entitled to make ONE change of date, providing at least 14 days' notice is given. Please note that date changes are considered a booking alteration and will incur an \$8.50 booking alteration fee. Conditions of a date change are:

- You must advise a date when transferring the booking.
- The new date must be within 365 days of the initial arrival date and will be subject to availability.
- If an alternate date is not known, the booking will be cancelled and a refund may be provided (maximum 50% of the fee paid less the booking alteration fee).
- Bookings cannot be split.
- Should any transferred booking, regardless of the notice given, be subsequently cancelled, the maximum refund available is 50% of the fee paid less the alteration fee. (Refer to Refunds section above).

**Reduction of Booking**

Reducing the number of sites you have booked, or reducing the length of your booked stay will be treated as a booking alteration and cancellation. As such, a reduction in booking will incur an \$8.50 booking alteration fee and be subject to the Refund Terms outlined above.

For example, if you reduce the number of sites required within 15-30 days of your arrival date you will receive a 50% refund on the site(s) no longer required, less the \$8.50 alteration fee.