

BEHIND THE HEDGE

Terms & Conditions, Cancellation Policy & Deposit Requirements

For all camping and accommodation options: Prior to booking, please be aware that weather conditions are beyond our control. In the event of a cancellation due to weather, refunds will only be issued if we determine it unsafe to accommodate guests, leading to business closure on specific dates. We strongly advise all guests to review the cancellation and refund policy thoroughly before booking to ensure comprehension of the terms regarding cancellations.

Caravan, Camper Trailers, Motorhomes & Self Contained Studio Bookings - Peak & Non-Peak Periods

For all reservations, payment for the first night's fee is required at the time of booking. Cancellations made with more than 7 days' notice are eligible for a refund of the deposit/booking amount, minus a \$20 administration fee.

If cancellation occurs within 7 days of the scheduled arrival date, the deposit/booking becomes non-refundable. However, it can be transferred to a later date once, excluding school holidays, public holidays, or long weekends.

Failure to show up for your booking or early departures are not eligible for refunds or credits.

Please be aware that adverse weather conditions are beyond our control, and leaving early due to poor weather does not warrant a refund or credit.

We kindly request that you understand we are a small business and cannot control the weather or individual circumstances.

Our staff deserve to be treated with respect at all times. Any form of aggressive behaviour or verbal and physical abuse towards our employees will not be tolerated.

We strongly advise all guests to carefully review the cancellation and refund policy before making a booking to ensure comprehension of the terms regarding cancellations.

Peter & Sandy Burley

Business Owners