

## Tourist Park Booking Policy

**NOTE:** Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Corporate Services Branch. **A hard copy of this electronic document is considered uncontrolled when printed.**

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### 1. POLICY STATEMENT

This policy provides guidelines for South Burnett Regional Council ('Council') to consistently manages bookings and cancellations made at Council's tourist parks.

### 2. SCOPE

This policy applies to Council tourist park operators, Council representatives and customers of Council's tourist parks.

### 3. GENERAL INFORMATION

Council operates two (2) tourist parks in the South Burnett region being:

- Bjelke-Petersen Dam Caravan and Recreation Park; and
- Boondooma Dam Caravan and Recreation Park.

#### 3.1. Bookings

Bookings terms include:

- fees are paid in accordance with Council's Register of Fees and Charges;
- customers must be 17 years or older when making a booking;
- the customer who makes the booking is responsible for ensuring compliance with this policy and tourist park rules;
- site allocation will be made according to the dimensions of caravan / camper trailer / tent;
- preferred site allocation is not guaranteed;
- credit card details are required at check in and securely stored and deleted at conclusion of stay;
- bookings can be made 12 months in advance.

##### 3.1.1. Length of stay

Council's tourist parks minimum and maximum length of stay is:

- minimum length of stay:
  - cabins / bunkhouse / villa - minimum of two (2) nights;
  - powered / unpowered sites – no minimum

- maximum length of stay:
  - maximum of 90 consecutive days.

### **3.2. Deposits**

A deposit is required at the time of reservation. Deposits and payment terms are:

- cabins / bunkhouse / villa:
  - off peak – 25%. Full payment required seven (7) days prior to arrival; and
  - peak – 50%. Full payment required 30 days prior to arrival.
- powered / unpowered sites:
  - off peak – one (1) night. Full payment required on arrival;
  - peak – one (1) night. Full payment required seven (7) days prior to arrival.

### **3.3. Cancellations**

The following cancellation conditions apply to bookings for cabins, bunkhouses, villas, powered and unpowered sites:

- between 0 to seven (7) days – no refund;
- greater than eight (8) days prior – full refund;
- after arrival / check in, late arrival, early departure, no show – no refund.

#### **3.3.1. Cancellation credit**

Council at its' discretion approve a credit for cancellation between 0 and seven (7) days due to cancellation exceptions. Applications for cancellation credit must be received within three (3) business days of the cancellation. Credits are non-refundable, non-transferable and expire 12 months from approval date.

#### **3.3.2. Cancellation exceptions**

Cancellation exceptions include severe weather, natural disaster events or extenuating personal circumstances, for unused nights only, for example:

- site specific severe weather warning issued by the Bureau of Meteorology;
- the Local Disaster Management Group has been activated to Stand Up level;
- the South Burnett region is formally natural disaster declared;
- life-threatening illness or injury.

#### **3.3.3. Cancellation refusal**

Council will refuse cancellation claims for situations outside of its control, such as but not limited to:

- site location changed for operational purposes and customer not satisfied with new location;
- customer not satisfied with accommodation or facilities;
- non life-threatening illness or injury;
- unpleasant weather.

### **3.4. Cleaning and damages**

Cleaning fees in accordance with Council's Register of Fees and Charges will apply if accommodation is vacated and left in an unacceptable manner and if pets have been allowed in cabins, bunkhouses or villas.

Customers will be charged at cost for any damaged or missing items.

### **3.5. Pets**

Pets are permitted on a leash at powered and unpowered sites only at Council's tourist parks. Pets are not permitted in cabins, villas, bunkhouses, in or around amenities, camp kitchen or any other buildings, including the pool, playground and tennis courts.

Pet owners are required to always control their pets and clean up after them.

#### 4. DEFINITIONS

**Council tourist park** means Bjelke-Petersen Dam Caravan and Recreation Park and Boondooma Dam Caravan and Recreation Park.

**Council representative** means all Councillors and Council employees including permanent, casual and temporary employees, apprentices, trainees, contractors, volunteers, and work experience students.

#### 5. LEGISLATIVE REFERENCE

*Information Privacy Act 2009 (Act)*

*Local Government Act 2009 (Act)*

#### 6. RELATED DOCUMENTS

Tourist Park Credit / Refund Request

#### 7. NEXT REVIEW

As prescribed by legislation or April 2028

#### 8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	New policy	16 April 2025	3290112

  
Mark Pitt PSM  
CHIEF EXECUTIVE OFFICER

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