

CANCELLATION POLICY

Peak/School Holidays: Xmas/January

- Cancellations notified less than 2 months will forfeit entire deposit.
- Cancellations 2+ months notice will be refunded less \$30 administration fee.

No refunds for Early Departure or Change of Dates-Your booking is for a set time and once confirmed by you, any changes will still result in liability for payment of whole of the time booked, unless you have cancelled in accordance with this policy.

Peak: Other School Holidays and Long Weekends

- Cancellation notified less than 30 days will forfeit entire deposit.
- Cancellations 30+Days notice will be refunded less a \$30 administration fee.

No Refunds for Early Departure or Change of Dates- Your booking is for a set time and once confirmed by you, any changes will still result in liability for payment of the whole of the time booked, unless you have cancelled in accordance with this policy.

Off Peak:

- Cancellations more than 14 days prior to arrival date-deposit will be refunded less than administration fee of \$30.
- Cancellations less than 14 days notice-deposit will be refunded less equivalent to 1 nights accommodation.
- Deposits can be transferred once(with more than 14 days notice without incurring an administration fee).No Refunds for Early Departure.

When dates for bookings are changed and the request can be accommodated, there will be no charge. If we cannot change the booking or the booking is within the cancellation period, the rules for cancellation will apply.

Any money entitled to the customer after applying the Refund Policy, may be held in credit for a future booking. This must be used within 12 months of cancellation or then forfeited.

ONLINE BOOKING PRIVACY POLICY

Privacy Policy

The Great Lakes Holiday Park is dedicated to keeping your details private. Any information we collect in relation to you is kept strictly secured. We do not pass on, sell or swap any of your personal details with anyone. We use this information to identify booking. Cookies sent to your computer from the Great Lakes Holiday Park only last while your browsing our website. We do not store persistent cookies on your computer. Cookies also allow us to give you a more personalised booking experience.

Whenever you use our website, or any website, the computer on which the web pages are stored needs to know the network address of computer so that it can send the requested web pages to

your internet browser. The unique network address of your computer is called its "IP address" and is sent automatically each time you access any internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer but otherwise it is anonymous.

We do not keep a record of the IP address from which users access our site except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when proceeding to finalise a booking you wish to make. After completing the form provided, your IP address will be stored along with a transaction number that allows us to track your order.

Security Policy

When booking with Great Lakes Holiday Park your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 129-bit SSL encryption is the current industry standard. If you have any questions regarding our security policy, please contact our customer support centre at manager@greatlakes.com.au.

Pricing Policy

All Transactions are processed in Australian Dollars (AUD). All of our prices are in Australian Dollars (AUD) and include GST (Goods and services tax) as of the 25/05/2011. Product prices are regularly updated when price changes are received from our Director.