

Booking Policy

- Christmas and Easter holidays, long weekends (Victoria), Melbourne Cup, and all Victorian School Holiday
 - A 50% deposit is required on all bookings, payable within seven (7) days to secure the booking with the balance due on arrival
- All other times
 - Deposit required is equivalent to between one- and three-nights accommodation depending on the type and length of the booking – payable within seven (7) days to secure the booking

Cancellation Policy

- Christmas and Easter holidays, long weekends (Victoria), Melbourne Cup, and all Victorian School Holiday
 - 30 days' notice is required to cancel bookings for these times. Requests for refund must be made in writing and emailed to our office (info@hentybay.com.au), and will incur a \$20.00 administration fee.
 - Cancellations of less than 30 days will require full payment made with no refund available
- All other times
 - Refunds available up to 7 days prior to booking providing the request for refund is in writing and will incur a \$20.00 administration fee
 - Cancellations of less than 7 days will require full payment made with no refund available
 - Deposits can be transferred as credit to be used for a future booking

Cancellation Policy Amendment for COVID-19 (effective March 23, 2020)

Due to the global pandemic COVID-19, we have amended our park policies to allow greater flexibility for guests during this difficult time.

Effective March 23, 2020, we will not impose any cancellation fees if you change or cancel your reservation with us outside of the 72 hours prior to the first day of your booking.

We will no longer issues refunds for cancellations, however, we will provide you with a full credit towards a future booking at a date of your choosing.