

MARCH 2020

CRESCENT HEAD



DEAR WAVES GUESTS, FRIENDS AND FOLLOWERS,

WAVES CAMPGROUND IS NOW CLOSED.

Due to the development of the COVID-19 pandemic we have taken extra precautions to ensure maximum protection and safety for our guests and crew at Waves with the following policies based on advice from the Government and WHO:

1. We do not encourage anyone to travel unnecessarily right now. We can no longer accommodate holiday makers and remain open only for permanent residents of the campground or those without a permanent residence.
2. We have increased our daily cleaning routines with repeated disinfections of all touch areas in and around our central amenities, camp kitchen, reception and café area.
3. For our upcoming Easter bookings, we will most likely remain closed over the holidays and will keep you updated if anything changes.
4. We have temporarily changed the Waves Campground booking policy for the immediate future:

Booking changes:

- If any guest wishes to change their booking to a future off peak period, please get in touch. You will have ALL camp fees credited.
- If any guest wishes to change their booking to a future peak period this will be subject to availability and if a tariff change occurs, the tariff at time of camping will be applied.

Please note that the following peak period dates are not available for booking changes:

- Easter long weekend 2021
- October long weekend 2020
- Summer holiday peak: 26/12/2020 - 09/01/2021

Refunds:

- All non-refundable deposits paid are still non-refundable.
- We are waiving our 28-day cancellation policy and are offering everyone up to 2 years credit of ALL monies paid to change bookings.
- Cancellations or no shows will result in forfeiture of all monies paid.

If anything changes, we will update you as soon as we can. So please keep checking our [socials](#) and [website](#) for any news.

We want to thank you for your ongoing support and are grateful for the heart-warming messages and emails we have received recently. Times are challenging right now, but we're lucky to have all of you! Looking forward to seeing you when the time is right for some camping fun.

KIND REGARDS,

KIT, ANNA, RICHARD + WAVES CREW