



Dec 2020

CONDITIONS OF STAY DUE TO COVID-19 REGULATIONS

We require all our campground and café visitors to follow these rules and guidelines while they are on the property. Anyone who willingly/knowingly fails to do so will be asked to leave. These conditions of stay are accurate at time of sending, but not exhaustive. As government guidelines and regulations develop management will update these conditions as required. We ask for your cooperation during this time of transition and we look forward to having you stay.

- **The first step for all visitors of our property is to SIGN IN at reception.**
- **If you are unwell or know you have been in contact with a confirmed COVID-19 case or have been in a hotspot, DO NOT COME.** Contact us to discuss your options.
- Any cancellations due to feeling unwell will be given a full credit receipt for a future stay or a refund of camp fees paid minus a \$50 administration fee.
- All government rules of strong personal hygiene, gathering limits and social distancing apply.
- Our preferred method of payment is through a direct deposit or transaction over the phone prior to arrival. This way we can minimise contact points during check in and allow time for our reception crew to focus on a smooth check-in procedure. We will still accept cash.
- According to regulations we now require full contact details for each adult in a group booking to be able to notify you in the event of a confirmed case on site. We can collect these on check-in, or you can email a list of contacts to the office.
- All guests have to wash their hands at the laundry room prior to entering the bathroom building. Remember to bring a towel. There will be a maximum of 6 guests at a time inside each bathroom, so no queuing inside.
- We have had to close our shared cooking and barbecue facilities from the Camp Kitchen. We therefore advise all guests to bring their own cooking equipment or to visit the Surf Fuel Cafe. The tables in the camp kitchen will remain accessible and will be disinfected on a regular basis.
- Surf Fuel Cafe is open normal hours for coffee, breakfast, lunch & dinner. All coffee and meals are served in eco-friendly take-away packaging to enjoy on the road, at your camp, or in our lovely garden seating area, subject to physical distancing guidelines. Unfortunately, they are not able to accept BYO cups at the moment. Please contact them to book a table or make an inquiry and be sure to check their socials for the most up to date info.
- Campground facilities are for on-site paying guests only and not available to (café) visitors.
- Our campground operates on a SEPTIC system that does not tolerate any chemical waste/grey water dumping. There are dump points at Point Plomer and the Kempsey showgrounds. Anyone dumping toilet/grey water waste in the septic system will be asked to leave immediately.
- We ask all guests to come prepared for their visit, please bring ample hand soap and hand sanitizer. It may also be a good idea to bring a (plastic) tablecloth.
- During our closure earlier in the year, we have worked hard to facilitate regeneration of the campground. We have built gardens and planted over 250 seedlings to help establish thicker bushes and barriers. We kindly ask that all guests (adults & children) respect our natural surroundings and protect the new gardens from any damage. Some areas of the campground will remain closed for regeneration purposes.



WAVES CAMPGROUND

BOOKING AND REFUND POLICY

DEPOSITS AND CAMP FEES PAYMENTS

On our website you can find the latest info and dates for our peak/ off peak tariffs. All deposits paid are non-refundable (also in the event of a second wave pandemic).

For off peak bookings

- Bookings under \$100 require a non-refundable deposit of the full camp fees
- Family and group bookings over \$100 require a non-refundable deposit of \$100 + the first night's stay per family

For peak season bookings

- Bookings under \$100 require a non-refundable deposit of the full camp fees
- Family and group bookings over \$100 require a non-refundable deposit of \$100 + the first night's stay per family
- For any summer holiday bookings, the remaining camp fees of the booking are to be paid in full by the 15th of November
- For any Easter holiday bookings, the remaining camp fees of the booking are to be paid in full by the 15th of March
- For any September/ October holiday bookings, the remaining camp fees of the booking are to be paid in full by the 15th of August
- Bookings are non-changeable

REFUND POLICY

Refunds of camp fees paid are only available under the following circumstances. All booking deposits are non-refundable (also in the event of a second wave pandemic).

For off peak bookings

- Cancellations providing more than 24 hours' notice in relation to the scheduled arrival date can transfer the booking deposit 1 time only to a future, off peak booking. The new dates need to be known to us
- Cancellations inside 24 hours of the scheduled arrival date will result in forfeiture of all camp fees and deposits paid

For peak season bookings

- Cancellations providing more than 28 days notice in relation to the scheduled arrival date can receive a refund for the camp fees paid, less the booking deposit
- Cancellations inside 28 days of the scheduled arrival date will result in forfeiture of all camp fees and deposits paid

GROUP BOOKINGS

For any booking of two or more families management may choose to start the group booking procedure. Following this procedure, we send the lead contact of the group our group booking form, which is to be completed for every family and returned via email within two weeks.

We then set up a pending reservation and send back the final group booking form with reservation IDs, non-refundable deposit amounts and total camp fees per family. Each family needs to pay their non-refundable deposit within two weeks of this email to confirm the booking. If a family does not pay the deposit within two weeks, management reserves the right to free up their space for others to book. The remaining camp fees need to be paid by the terms stated above.

All payments require a correct reservation ID stated in the payment details.

SUBLETTING OF ACCOMMODATION

Accommodation/camp areas are provided to the booking party for the guest(s) and type of camp set up as named on the booking. Accommodation must not be sublet or resold by the booking party without our prior written consent.

CAMP AREA BOOKINGS

No site numbers will be given prior to arrival and expressed preferences, though helpful, are not binding.