



# Fees and charges

2020 to 2021: **Our place. Our plan.**

# Table Of Contents

<b>Port Stephens Council.....</b>	<b>4</b>
<b>Holiday Parks.....</b>	<b>4</b>
<b>Fingal Bay.....</b>	<b>4</b>
Peak Season Rates.....	4
High Shoulder Rates.....	5
Shoulder Season Rates.....	6
Low Season Rates.....	8
<b>Halifax.....</b>	<b>9</b>
Peak Season Rates.....	9
High Shoulder Rates.....	10
Shoulder Season Rates.....	12
Low Season Rates.....	13
<b>Shoal Bay – Conference Room Hire (Excludes Weddings).....</b>	<b>15</b>
Advanced bookings for next financial year may be subject to increase.....	15
<b>Shoal Bay.....</b>	<b>16</b>
Peak Season Rates.....	16
High Shoulder Rates.....	17
Shoulder Season Rates.....	19
Low Season Rates.....	20
<b>Port Stephens Koala Sanctuary.....</b>	<b>21</b>
Peak Season Rates.....	22
<b>Thou Walla Sunset Retreat.....</b>	<b>26</b>
Peak Season Rates.....	26
High Shoulder Rates.....	27
Shoulder Season Rates.....	28
Low Season Rates.....	29
<b>General Services &amp; Ancillary Charges.....</b>	<b>30</b>
<b>MAXIMUM Nightly Additional Person Charges.....</b>	<b>32</b>
<b>Late Check Out – Subject to Availability.....</b>	<b>33</b>
<b>Communication &amp; Administration Charges.....</b>	<b>33</b>

Security Deposits.....33

Accommodation Deposits and Balance Payments.....34

    Cancellations.....35

    Group Bookings.....36

    Extreme/Unsatisfactory Guest Experience.....37

Holiday Van Occupancy Fees.....37

Holiday Van Administration.....37

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Port Stephens Council

### Holiday Parks

#### Fingal Bay

#### Peak Season Rates

These are Peak Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

Beach House	\$425.00	\$386.36	\$38.64	\$425.00	Market pricing
Nightly rate					
Getaway Cabin	\$260.00	\$236.36	\$23.64	\$260.00	Market pricing
Nightly rate					
Garden Villa	\$350.00	\$318.18	\$31.82	\$350.00	Market pricing
Nightly rate					
Powered Site	\$83.00	\$75.45	\$7.55	\$83.00	Market pricing
Nightly rate					
Unpowered Site	\$0.00	\$52.73	\$5.27	\$58.00	Market pricing
Surf Villa	\$470.00	\$427.27	\$42.73	\$470.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

Drive through Ensuite Site	\$115.00	\$104.55	\$10.45	\$115.00	Market pricing
Nightly rate					
Ensuite Campsite	\$104.00	\$94.55	\$9.45	\$104.00	Market pricing
Nightly rate					
RV / Drive Through Site	\$94.00	\$85.45	\$8.55	\$94.00	Market pricing
Nightly rate					
The Surf House	\$470.00	\$427.27	\$42.73	\$470.00	Market pricing
Nightly rate					

## High Shoulder Rates

These are High Shoulder rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

Beach House	\$370.00	\$336.36	\$33.64	\$370.00	Market pricing
Nightly rate					
Getaway Cabin	\$215.00	\$195.45	\$19.55	\$215.00	Market pricing
Nightly rate					
Garden Villa	\$290.00	\$263.64	\$26.36	\$290.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## High Shoulder Rates [continued]

Powered Site	\$66.00	\$60.00	\$6.00	\$66.00	Market pricing
Nightly rate					
Unpowered Site	\$0.00	\$41.82	\$4.18	\$46.00	Market pricing
Surf Villa	\$400.00	\$363.64	\$36.36	\$400.00	Market pricing
Nightly rate					
Drive through Ensuite Site	\$95.00	\$86.36	\$8.64	\$95.00	Market pricing
Nightly rate					
Ensuite Campsite	\$89.00	\$80.91	\$8.09	\$89.00	Market pricing
Nightly rate					
RV / Drive Through Site	\$75.00	\$68.18	\$6.82	\$75.00	Market pricing
Nightly rate					
The Surf House	\$410.00	\$372.73	\$37.27	\$410.00	Market pricing
Nightly rate					

## Shoulder Season Rates

These are Shoulder Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

Beach House	\$285.00	\$259.09	\$25.91	\$285.00	Market pricing
Nightly rate					

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Shoulder Season Rates [continued]

Getaway Cabin	\$199.00	\$180.91	\$18.09	\$199.00	Market pricing
Nightly rate					
Garden Villa	\$255.00	\$231.82	\$23.18	\$255.00	Market pricing
Nightly rate					
Powered Site	\$49.00	\$44.55	\$4.46	\$49.00	Market pricing
Nightly rate					
Unpowered Site	\$0.00	\$31.82	\$3.18	\$35.00	Market pricing
Surf Villa	\$350.00	\$318.18	\$31.82	\$350.00	Market pricing
Nightly rate					
Drive through Ensuite Site	\$83.00	\$75.45	\$7.55	\$83.00	Market pricing
Nightly rate					
Ensuite Campsite	\$78.00	\$70.91	\$7.09	\$78.00	Market pricing
Nightly rate					
RV / Drive Through Site	\$63.00	\$57.27	\$5.73	\$63.00	Market pricing
Nightly rate					
The Surf House	\$380.00	\$345.45	\$34.55	\$380.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Low Season Rates

These are Low Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

Beach House	\$190.00	\$172.73	\$17.27	\$190.00	Market pricing
Nightly rate					
Getaway Cabin	\$140.00	\$127.27	\$12.73	\$140.00	Market pricing
Nightly rate					
Garden Villa	\$175.00	\$159.09	\$15.91	\$175.00	Market pricing
Nightly rate					
Powered Site	\$36.00	\$32.73	\$3.27	\$36.00	Market pricing
Nightly rate					
Unpowered Site	\$27.00	\$24.55	\$2.45	\$27.00	Market pricing
Surf Villa	\$220.00	\$200.00	\$20.00	\$220.00	Market pricing
Nightly rate					
Drive through Ensuite Site	\$58.00	\$52.73	\$5.27	\$58.00	Market pricing
Nightly rate					
Ensuite Campsite	\$55.00	\$50.00	\$5.00	\$55.00	Market pricing
Nightly rate					
RV / Drive Through Site	\$48.00	\$43.64	\$4.36	\$48.00	Market pricing
Nightly rate					



Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Low Season Rates [continued]

The Surf House	\$250.00	\$227.27	\$22.73	\$250.00	Market pricing
Nightly rate					

## Halifax

### Peak Season Rates

These are Peak Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

RV / Drive Through Site	\$0.00	\$85.45	\$8.55	\$94.00	Market pricing
Nightly rate					
Unpowered Site	\$0.00	\$52.73	\$5.27	\$58.00	Market pricing
3 Bedroom Accessible Cabin	\$410.00	\$372.73	\$37.27	\$410.00	Market pricing
Nightly rate					
2 Bedroom Standard Cabin	\$320.00	\$290.91	\$29.09	\$320.00	Market pricing
Nightly rate					
3 Bedroom Premium Cabin	\$470.00	\$427.27	\$42.73	\$470.00	Market pricing
Nightly rate					
4 Bedroom Premium Cabin	\$600.00	\$545.45	\$54.55	\$600.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

1 Bedroom Cabin	\$260.00	\$236.36	\$23.64	\$260.00	Market pricing
Nightly rate					
Powered Site	\$83.00	\$75.45	\$7.55	\$83.00	Market pricing
Nightly rate					
3 Bedroom House	\$470.00	\$427.27	\$42.73	\$470.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$350.00	\$318.18	\$31.82	\$350.00	Market pricing
Nightly rate					
Ensuite Van Site	\$104.00	\$94.55	\$9.45	\$104.00	Market pricing
Nightly rate					
Large Motor Home Site	\$94.00	\$85.45	\$8.55	\$94.00	Market pricing
Nightly rate					

## High Shoulder Rates

These are High Shoulder rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

RV / Drive Through Site	\$0.00	\$68.18	\$6.82	\$75.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## High Shoulder Rates [continued]

Unpowered Site	\$0.00	\$41.82	\$4.18	\$46.00	Market pricing
3 Bedroom Accessible Cabin	\$330.00	\$300.00	\$30.00	\$330.00	Market pricing
Nightly rate					
2 Bedroom Standard Cabin	\$270.00	\$245.45	\$24.55	\$270.00	Market pricing
Nightly rate					
3 Bedroom Premium Cabin	\$400.00	\$363.64	\$36.36	\$400.00	Market pricing
Nightly rate					
Beach Villa – 4 Bedroom	\$480.00	\$436.36	\$43.64	\$480.00	Market pricing
Nightly rate					
1 Bedroom Cabin	\$230.00	\$209.09	\$20.91	\$230.00	Market pricing
Nightly rate					
Powered Site	\$66.00	\$60.00	\$6.00	\$66.00	Market pricing
Nightly rate					
3 Bedroom House	\$400.00	\$363.64	\$36.36	\$400.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$275.00	\$250.00	\$25.00	\$275.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## High Shoulder Rates [continued]

Ensuite Van Site	\$89.00	\$80.91	\$8.09	\$89.00	Market pricing
Nightly rate					
Large Motor Home Site	\$75.00	\$68.18	\$6.82	\$75.00	Market pricing
Nightly rate					

## Shoulder Season Rates

These are Shoulder Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

RV / Drive Through Site	\$0.00	\$57.27	\$5.73	\$63.00	Market pricing
Nightly rate					
Unpowered Site	\$0.00	\$31.82	\$3.18	\$35.00	Market pricing
3 Bedroom Accessible Cabin	\$275.00	\$250.00	\$25.00	\$275.00	Market pricing
Nightly rate					
2 Bedroom Standard Cabin	\$230.00	\$209.09	\$20.91	\$230.00	Market pricing
Nightly rate					
3 Bedroom Premium Cabin	\$350.00	\$318.18	\$31.82	\$350.00	Market pricing
Nightly rate					
Beach Villa – 4 Bedroom	\$385.00	\$350.00	\$35.00	\$385.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Shoulder Season Rates [continued]

1 Bedroom Cabin	\$199.00	\$180.91	\$18.09	\$199.00	Market pricing
Nightly rate					
Powered Site	\$49.00	\$44.55	\$4.46	\$49.00	Market pricing
Nightly rate					
3 Bedroom House	\$350.00	\$318.18	\$31.82	\$350.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$250.00	\$227.27	\$22.73	\$250.00	Market pricing
Nightly rate					
Ensuite Van Site	\$78.00	\$70.91	\$7.09	\$78.00	Market pricing
Nightly rate					
Large Motor Home Site	\$63.00	\$57.27	\$5.73	\$63.00	Market pricing
Nightly rate					

## Low Season Rates

These are Low Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

RV / Drive Through Site	\$0.00	\$43.64	\$4.36	\$48.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Low Season Rates [continued]

Unpowered Site	\$0.00	\$24.55	\$2.45	\$27.00	Market pricing
3 Bedroom Accessible Cabin	\$205.00	\$186.36	\$18.64	\$205.00	Market pricing
Nightly rate					
2 Bedroom Standard Cabin	\$155.00	\$140.91	\$14.09	\$155.00	Market pricing
Nightly rate					
3 Bedroom Premium Cabin	\$220.00	\$200.00	\$20.00	\$220.00	Market pricing
Nightly rate					
Beach Villa – 4 Bedroom	\$310.00	\$281.82	\$28.18	\$310.00	Market pricing
Nightly rate					
1 Bedroom Cabin	\$140.00	\$127.27	\$12.73	\$140.00	Market pricing
Nightly rate					
Powered Site	\$36.00	\$32.73	\$3.27	\$36.00	Market pricing
Nightly rate					
3 Bedroom House	\$220.00	\$200.00	\$20.00	\$220.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$170.00	\$154.55	\$15.45	\$170.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Low Season Rates [continued]

Ensuite Van Site	\$55.00	\$50.00	\$5.00	\$55.00	Market pricing
Nightly rate					
Large Motor Home Site	\$48.00	\$43.64	\$4.36	\$48.00	Market pricing
Nightly rate					

## Shoal Bay – Conference Room Hire (Excludes Weddings)

### Advanced bookings for next financial year may be subject to increase

Additional Adults	\$10.00	\$9.09	\$0.91	\$10.00	Market pricing
Per person added to full day/half day standard package rate					
Premium Event Hire Package	\$495.00	\$450.00	\$45.00	\$495.00	Market pricing
Hire between 9am-9pm / 12 hour booking maximum – excludes public holidays					
Flat rate includes cleaning costs, audio visual equipment, tea and coffee and static security guard, package for up to 20 people – additional costs apply thereafter					
Standard Daily Catering Package	\$60.00	\$54.55	\$5.46	\$60.00	Market pricing
Includes breakfast, morning tea, afternoon tea, lunch and dinner					
Full Day Package	\$295.00	\$268.18	\$26.82	\$295.00	Market pricing
Hire between 9am-5pm / 8 hour booking maximum					
Flat rate includes cleaning costs, audio visual equipment and tea and coffee package for up to 20 people – additional costs apply thereafter					

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Advanced bookings for next financial year may be subject to increase [continued]

Premium Daily Catering Package	\$75.00	\$68.18	\$6.82	\$75.00	Market pricing
Includes breakfast, morning tea, afternoon tea, lunch and dinner					
Catering Delivery Fee	\$40.00	\$36.36	\$3.64	\$40.00	Market pricing
Additional one-off fee					
Half day package	\$195.00	\$177.27	\$17.73	\$195.00	Market pricing
Hire between 9am-5pm / 4 hour booking maximum					
Flat rate includes cleaning costs, audio visual equipment and tea and coffee package for up to 20 people – additional costs apply thereafter					

## Shoal Bay

### Peak Season Rates

These are Peak Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

2 Bedroom Cabin	\$0.00	\$290.91	\$29.09	\$320.00	Market pricing
Nightly rate					
Ensuite Site	\$104.00	\$94.55	\$9.45	\$104.00	Market pricing
Nightly rate					
2 Bedroom Accessible Cabin	\$0.00	\$304.55	\$30.45	\$335.00	Market pricing
Nightly rate					



Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

2 Bedroom Deluxe Cabin	\$0.00	\$304.55	\$30.45	\$335.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$0.00	\$290.91	\$29.09	\$320.00	Market pricing
Nightly rate					
Powered Site	\$83.00	\$75.45	\$7.55	\$83.00	Market pricing
Nightly rate					
Safari Tent	\$245.00	\$222.73	\$22.27	\$245.00	Market pricing
Nightly rate					
1 Bedroom Cabin	\$0.00	\$236.36	\$23.64	\$260.00	Market pricing
Nightly rate					
Large Motorhome Site	\$94.00	\$85.45	\$8.55	\$94.00	Market pricing
Nightly rate					
4 Bedroom Beach House	\$0.00	\$427.27	\$42.73	\$470.00	Market pricing
Nightly rate					

## High Shoulder Rates

These are High Shoulder rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## High Shoulder Rates [continued]

2 Bedroom Cabin	\$0.00	\$245.45	\$24.55	\$270.00	Market pricing
Nightly rate					
Ensuite Site	\$89.00	\$80.91	\$8.09	\$89.00	Market pricing
Nightly rate					
2 Bedroom Accessible Cabin	\$0.00	\$254.55	\$25.45	\$280.00	Market pricing
Nightly rate					
2 Bedroom Deluxe Cabin	\$0.00	\$254.55	\$25.45	\$280.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$0.00	\$245.45	\$24.55	\$270.00	Market pricing
Nightly rate					
Powered Site	\$66.00	\$60.00	\$6.00	\$66.00	Market pricing
Nightly rate					
Safari Tent	\$205.00	\$186.36	\$18.64	\$205.00	Market pricing
Nightly rate					
1 Bedroom Cabin	\$0.00	\$200.00	\$20.00	\$220.00	Market pricing
Nightly rate					
Large Motorhome Site	\$75.00	\$68.18	\$6.82	\$75.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## High Shoulder Rates [continued]

4 Bedroom Beach House	\$0.00	\$368.18	\$36.82	\$405.00	Market pricing
Nightly rate					

## Shoulder Season Rates

These are Shoulder Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

2 Bedroom Cabin	\$0.00	\$209.09	\$20.91	\$230.00	Market pricing
Nightly rate					
Ensuite Site	\$78.00	\$70.91	\$7.09	\$78.00	Market pricing
Nightly rate					
2 Bedroom Accessible Cabin	\$0.00	\$218.18	\$21.82	\$240.00	Market pricing
Nightly rate					
2 Bedroom Deluxe Cabin	\$0.00	\$218.18	\$21.82	\$240.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$0.00	\$209.09	\$20.91	\$230.00	Market pricing
Nightly rate					
Powered Site	\$49.00	\$44.55	\$4.46	\$49.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Shoulder Season Rates [continued]

Safari Tent	\$180.00	\$163.64	\$16.36	\$180.00	Market pricing
Nightly rate					
1 Bedroom Cabin	\$0.00	\$180.91	\$18.09	\$199.00	Market pricing
Nightly rate					
Large Motorhome Site	\$63.00	\$57.27	\$5.73	\$63.00	Market pricing
Nightly rate					
4 Bedroom Beach House	\$0.00	\$318.18	\$31.82	\$350.00	Market pricing
Nightly rate					

## Low Season Rates

These are Low Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

2 Bedroom Cabin	\$0.00	\$140.91	\$14.09	\$155.00	Market pricing
Nightly rate					
Ensuite Site	\$55.00	\$50.00	\$5.00	\$55.00	Market pricing
Nightly rate					
2 Bedroom Accessible Cabin	\$0.00	\$150.00	\$15.00	\$165.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Low Season Rates [continued]

2 Bedroom Deluxe Cabin	\$0.00	\$150.00	\$15.00	\$165.00	Market pricing
Nightly rate					
2 Bedroom Family Cabin	\$0.00	\$140.91	\$14.09	\$155.00	Market pricing
Nightly rate					
Powered Site	\$36.00	\$32.73	\$3.27	\$36.00	Market pricing
Nightly rate					
Safari Tent	\$130.00	\$118.18	\$11.82	\$130.00	Market pricing
Nightly rate					
1 Bedroom Cabin	\$0.00	\$127.27	\$12.73	\$140.00	Market pricing
Nightly rate					
Large Motorhome Site	\$48.00	\$43.64	\$4.36	\$48.00	Market pricing
Nightly rate					
4 Bedroom Beach House	\$0.00	\$222.73	\$22.27	\$245.00	Market pricing
Nightly rate					

## Port Stephens Koala Sanctuary

Koala Sanctuary Annual Pass – Adult (14 years+)	\$0.00	\$72.73	\$7.27	\$80.00	Full cost pricing
Fee for entry into Koala Sanctuary for multiple visits over a one year period					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Port Stephens Koala Sanctuary [continued]

Koala Sanctuary Annual Pass – Child (4 – 13 years)	\$0.00	\$40.91	\$4.09	\$45.00	Full cost pricing
Fee for entry into Koala Sanctuary for multiple visits over a one year period					
Koala Sanctuary Single Pass – Adult (14 years+)	\$0.00	\$18.18	\$1.82	\$20.00	Full cost pricing
Fee for entry into Koala Sanctuary for one visit in one day					
Koala Sanctuary Single Pass – Child (4 – 13 years)	\$0.00	\$10.00	\$1.00	\$11.00	Full cost pricing
Fee for entry into Koala Sanctuary for visit in one day					
Koala Sanctuary Single Pass – Concession (60 years+)	\$0.00	\$12.73	\$1.27	\$14.00	Full cost pricing
Fee for entry into Koala Sanctuary for one visit in one day					
Koala Sanctuary Single Pass – Family	\$0.00	\$54.55	\$5.46	\$60.01	Full cost pricing
Fee for entry into Koala Sanctuary Fee for one visit in one day for one family - 2 adults + 2 children (4 - 13 years)					

## Peak Season Rates

These are Peak Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

Deluxe Glamping	\$0.00	\$436.36	\$43.64	\$480.00	Market pricing
-----------------	--------	----------	---------	----------	----------------

Twin/Double Share

Includes:  
 Overnight accommodation in a Deluxe Glamping tent with ensuite and lux furnishings  
 Welcome Hamper on Arrival x 1

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

In Tent Continental Breakfast Ingredients x 2  
 Unlimited entry in Koala Sanctuary x 2 persons  
 Guided Sanctuary Tour x 2  
 Koala Feeding Encounter x 2

Deluxe Glamping	\$0.00	\$704.55	\$70.45	\$775.00	Market pricing
-----------------	--------	----------	---------	----------	----------------

Twin/Double Share

Includes:  
 2 nights accommodation in a Deluxe Glamping tent with ensuite and lux furnishings  
 Welcome Hamper on Arrival x 1  
 In Tent Continental Breakfast Ingredients x 2 mornings  
 Unlimited entry in Koala Sanctuary x 2 days p/person  
 Guided Sanctuary Tour x 1  
 Koala Feeding Encounter x 2

Extra Night	\$0.00	\$295.45	\$29.55	\$325.00	Market pricing
-------------	--------	----------	---------	----------	----------------

Twin/Double Share

Includes:  
 Overnight accommodation in a Deluxe Glamping tent with ensuite and lux furnishings  
 In Tent Continental Breakfast Ingredients x 2

Deluxe Glamping Package	\$0.00	\$124.55	\$12.45	\$137.00	Market pricing
-------------------------	--------	----------	---------	----------	----------------

Additional Adult - 14yrs+

Deluxe Glamping Package	\$0.00	\$72.73	\$7.27	\$80.00	Market pricing
-------------------------	--------	---------	--------	---------	----------------

Additional Child - 4-13yrs

One Bedroom Deluxe Suite / One Bedroom Suite / Deluxe Studio Room Package	\$0.00	\$104.55	\$10.45	\$115.00	Market pricing
---	--------	----------	---------	----------	----------------

Additional Adult - 14yrs+

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

One Bedroom Deluxe Suite / One Bedroom Suite / Deluxe Studio Room Package	\$0.00	\$72.73	\$7.27	\$80.00	Market pricing
Additional Child - 4-13yrs					
1 Bedroom Deluxe Suite	\$260.00	\$345.45	\$34.55	\$380.00	Market pricing

Nightly rate

Includes:  
 Overnight accommodation  
 Continental Breakfast Ingredients x 2  
 Unlimited entry in Koala Sanctuary x 2 persons  
 Guided Sanctuary Tour x 2  
 Koala Feeding Encounter x 2

1 Bedroom Suite	\$235.00	\$313.64	\$31.36	\$345.00	Market pricing
-----------------	----------	----------	---------	----------	----------------

Nightly rate

Includes:  
 Overnight accommodation  
 Continental Breakfast Ingredients x 2  
 Unlimited entry in Koala Sanctuary x 2 persons  
 Guided Sanctuary Tour x 2  
 Koala Feeding Encounter x 2

Deluxe Studio	\$200.00	\$295.45	\$29.55	\$325.00	Market pricing
---------------	----------	----------	---------	----------	----------------

Nightly rate

Includes:  
 Overnight accommodation  
 Continental Breakfast Ingredients x 2  
 Unlimited entry in Koala Sanctuary x 2 persons  
 Guided Sanctuary Tour x 2  
 Koala Feeding Encounter x 2



Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

Behind the Scenes Tour	\$0.00	\$109.09	\$10.91	\$120.00	Market pricing
Admission	\$0.00	\$22.73	\$2.27	\$25.00	Market pricing
Adult - 14yrs+					
Retail Rates					
Admission	\$0.00	\$12.73	\$1.27	\$14.00	Market pricing
Child - 4-13yrs					
Retail Rates					
Admission	\$0.00	\$15.45	\$1.55	\$17.00	Market pricing
Senior/Concession - Over 55/Companion Card Holder					
Retail Rates					
Admission	\$0.00	\$59.09	\$5.91	\$65.00	Market pricing
Family Pass - 2 Adults + 2 Children					
Retail Rates					
Guided Sanctuary Tour	\$0.00	\$4.55	\$0.45	\$5.00	Market pricing
Adult - 14yrs+					
Times: 10.30am and 2pm					
Guided Sanctuary Tour	\$0.00	\$2.73	\$0.27	\$3.00	Market pricing
Child - 4-13yrs					

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

Child - 4-13yrs Times: 10.30am and 2pm					
Guided Sanctuary Tour	\$0.00	\$2.73	\$0.27	\$3.00	Market pricing
Senior/Concession - Over 55/Companion Card Holder Times: 10.30am and 2pm					
Inhouse Catering – Breakfast	\$0.00	\$18.18	\$1.82	\$20.00	Market pricing
Inhouse Catering – BBQ Pack	\$0.00	\$27.27	\$2.73	\$30.00	Market pricing
Online Booking Fee	\$0.00	\$1.82	\$0.18	\$2.00	Market pricing

## Thou Walla Sunset Retreat

### Peak Season Rates

These are Peak Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

1 Bedroom Budget Cabin	\$0.00	\$231.82	\$23.18	\$255.00	Market pricing
2 Bedroom Seaview Spa Villa	\$325.00	\$295.45	\$29.55	\$325.00	Market pricing
Nightly rate					
2 Bedroom Sunset Villa	\$325.00	\$295.45	\$29.55	\$325.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Peak Season Rates [continued]

2 Bedroom Standard/ Parkview Villa	\$265.00	\$240.91	\$24.09	\$265.00	Market pricing
Nightly rate					
2 Bedroom Standard Family Villa	\$255.00	\$231.82	\$23.18	\$255.00	Market pricing
Nightly rate					
Glam Tent	\$275.00	\$250.00	\$25.00	\$275.00	Market pricing
Nightly rate					
Thou Walla House	\$450.00	\$409.09	\$40.91	\$450.00	Market pricing
Nightly rate					
Powered Van Site	\$79.00	\$75.45	\$7.55	\$83.00	Market pricing
Nightly rate					

## High Shoulder Rates

These are High Shoulder rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

1 Bedroom Budget Cabin	\$0.00	\$190.91	\$19.09	\$210.00	Market pricing
2 Bedroom Seaview Spa Villa	\$270.00	\$245.45	\$24.55	\$270.00	Market pricing
Nightly rate					
2 Bedroom Sunset Villa	\$255.00	\$231.82	\$23.18	\$255.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## High Shoulder Rates [continued]

2 Bedroom Standard/ Parkview Villa	\$225.00	\$204.55	\$20.45	\$225.00	Market pricing
Nightly rate					
2 Bedroom Standard Family Villa	\$210.00	\$190.91	\$19.09	\$210.00	Market pricing
Nightly rate					
Glam Tent	\$235.00	\$213.64	\$21.36	\$235.00	Market pricing
Nightly rate					
Thou Walla House	\$370.00	\$336.36	\$33.64	\$370.00	Market pricing
Nightly rate					
Powered Van Site	\$60.00	\$60.00	\$6.00	\$66.00	Market pricing
Nightly rate					

## Shoulder Season Rates

These are Shoulder Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

1 Bedroom Budget Cabin	\$0.00	\$172.73	\$17.27	\$190.00	Market pricing
2 Bedroom Seavilla Spa Villa	\$235.00	\$213.64	\$21.36	\$235.00	Market pricing
Nightly rate					
2 Bedroom Sunset Villa	\$230.00	\$209.09	\$20.91	\$230.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Shoulder Season Rates [continued]

2 Bedroom Standard/ Parkview Villa	\$200.00	\$181.82	\$18.18	\$200.00	Market pricing
Nightly rate					
2 Bedroom Standard Family Villa	\$190.00	\$172.73	\$17.27	\$190.00	Market pricing
Nightly rate					
Glam Tent	\$200.00	\$181.82	\$18.18	\$200.00	Market pricing
Nightly rate					
Thou Walla House	\$275.00	\$250.00	\$25.00	\$275.00	Market pricing
Nightly rate					
Powered Van Site	\$50.00	\$44.55	\$4.45	\$49.00	Market pricing
Nightly rate					

## Low Season Rates

These are Low Season rates. Tariffs quoted are weekend nightly rates, minimum night stay rules may apply. Rates are based on seasonality and may be subject to dynamic pricing. Discounts may apply.

1 Bedroom Budget Cabin	\$0.00	\$100.00	\$10.00	\$110.00	Market pricing
2 Bedroom Seaview Spa Villa	\$160.00	\$145.45	\$14.55	\$160.00	Market pricing
Nightly rate					
2 Bedroom Sunset Villa	\$155.00	\$140.91	\$14.09	\$155.00	Market pricing
Nightly rate					

Name	Year 19/20 Fee (incl. GST)	Year 20/21			Pricing policy
		Fee (excl. GST)	GST	Fee (incl. GST)	

## Low Season Rates [continued]

2 Bedroom Standard/ Parkview Villa	\$140.00	\$127.27	\$12.73	\$140.00	Market pricing
Nightly rate					
2 Bedroom Standard Family Villa	\$130.00	\$118.18	\$11.82	\$130.00	Market pricing
Nightly rate					
Glam Tent	\$150.00	\$136.36	\$13.64	\$150.00	Market pricing
Nightly rate					
Thou Walla House	\$180.00	\$163.64	\$16.36	\$180.00	Market pricing
Nightly rate					
Powered Van Site	\$39.00	\$32.73	\$3.27	\$36.00	Market pricing
Nightly rate					

## General Services & Ancillary Charges

Administration Fee	\$0.00	\$1.82	\$0.18	\$2.00	Market pricing
Housekeeping Hourly Fee	\$60.00	\$54.55	\$5.45	\$60.00	Market pricing
Housekeeping Service Fee	\$0.00	\$31.82	\$3.18	\$35.00	Market pricing
Casual Showers	\$5.50	\$5.00	\$0.50	\$5.50	Market pricing
Extension Lead Hire	\$5.50	\$5.00	\$0.50	\$5.50	Market pricing

Name	Year 19/20		Year 20/21		Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## General Services & Ancillary Charges [continued]

Gas			Recommended Retail Price		Market pricing
Ice			Recommended Retail Price		Market pricing
Wi-Fi Access			Recommended Retail Price		Market pricing
Lost Key Replacement	\$155.00	\$140.91	\$14.09	\$155.00	Market pricing
Pet Stay Fee	\$25.00	\$22.73	\$2.27	\$25.00	Market pricing
Pet Cabin Cleaning	\$125.00	\$113.64	\$11.36	\$125.00	Market pricing
Re-sanitation Costs	\$255.00	\$231.82	\$23.18	\$255.00	Market pricing
Charge to clean vomit or excreta					
Remote Control Replacement	\$155.00	\$140.91	\$14.09	\$155.00	Market pricing
Tennis Court Hire	Recommended Retail Price as charged by service provider				Market pricing
Use of Barbeques			No charge applies		Free (zero priced)
Washing Machines & Dryers	\$4.00	\$3.64	\$0.36	\$4.00	Market pricing
Washing Powder	\$2.00	\$1.82	\$0.18	\$2.00	Market pricing
Day Visitors	\$5.00	\$4.55	\$0.45	\$5.00	Market pricing
Breakfast Packs	\$10.00	\$9.09	\$0.91	\$10.00	Market pricing
Rollaway Single Bed	\$25.00	\$22.73	\$2.27	\$25.00	Market pricing

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## General Services & Ancillary Charges [continued]

Extra Parking Space	\$15.00	\$13.64	\$1.36	\$15.00	Market pricing
Linen Pack	\$25.00	\$22.73	\$2.27	\$25.00	Market pricing
Branded Merchandise	Recommended Retail Price				Market pricing
Cafe food and drinks	Prices as displayed on items in store				Market pricing
Souvenirs	Prices as displayed on items in store				Market pricing

## MAXIMUM Nightly Additional Person Charges

### Discounts May Apply

Extra person cabin accommodation	\$25.00	\$22.73	\$2.27	\$25.00	Market pricing
Per additional adult					
Extra person cabin accommodation	\$0.00	\$0.00	\$0.00	\$0.00	Free (zero priced)
Per additional child					
Extra person site accommodation	\$15.00	\$13.64	\$1.36	\$15.00	Market pricing
Per additional adult					
Extra person site accommodation	\$10.00	\$9.09	\$0.91	\$10.00	Market pricing
Per additional child					



Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Late Check Out – Subject to Availability

Cabins	50% of nightly rate				Market pricing
Until 5.00pm					
Campsite	50% of nightly rate				Market pricing
Until 5.00pm					

## Communication & Administration Charges

Photocopying	\$1.00	\$0.91	\$0.09	\$1.00	Market pricing
A4					
Telephone Charges	Local, STD & International calls charged at 3 times the standard rate				Market pricing
After hours call out fee	\$150.00	\$136.36	\$13.64	\$150.00	Market pricing
After hours call out fee					

## Security Deposits

Games Room Equipment Loan Deposit	\$10.00	\$10.00	\$0.00	\$10.00	Market pricing
Security Deposit – Camp Kitchen Key	\$20.00	\$20.00	\$0.00	\$20.00	Market pricing
Security deposit required when photo ID is not available					
Security Deposit – Extension Lead Hire	\$50.00	\$50.00	\$0.00	\$50.00	Market pricing

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Accommodation Deposits and Balance Payments

Accommodation Deposit General and Peak	Deposit is first 1 night tariff for all sites and cabins				Market pricing
Direct bookings	Last YR Fee Deposit is first 2 nights tariff for all sites and cabins				
Accommodation Balance Payment	Full payment required at time of booking				Market pricing
Online bookings					
Accommodation Deposit	Full payment required at time of booking				Market pricing
Online bookings					
Accommodation Balance Payment	Full payment required before check-in or at time of booking				Market pricing
Direct Bookings – Non peak periods					
Accommodation Deposit – Peak Period Sites	\$200.00	\$181.82	\$18.18	\$200.00	Market pricing
Direct Bookings – Peak Periods					
Full booking payment required by 30 Nov 2019					
Accommodation Balance – Peak Periods	Full payment due by 30 Nov 2019 for Christmas peak and for other peak periods final payment due 7 days in advance				Market pricing
Direct Bookings – peak periods					
Amendment Fee	\$55.00	\$50.00	\$5.00	\$55.00	Market pricing
Applies to changes to reservations					

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Cancellations

Cancellation Fees – Non Peak Periods	<p>Cancellations received 8 or more days from arrival will incur a \$50 cancellation fee with the balance provided as a refund.</p> <p>Cancellations received within 7 days of arrival – standard deposit is forfeited (1 night tariff). Refund any other funds paid.</p>	Market pricing
	<p>Last YR Fee</p> <p>Cancellations received more than 7 days or more prior to arrival will incur a \$50 cancellation fee with the balance provided as a credit (valid for 12 months from issue, not transferrable) or refund.</p> <p>Cancellations received within 7 days of arrival – loss of required deposit (refund any other funds paid).</p>	
Online and direct bookings – Non Peak Periods (Excluding peak holiday periods – Summer NSW School Holidays, Easter and October Long Weekends)		
Cancellation Fees – Christmas Peak Period	<ul style="list-style-type: none"><li>• Balance payments for all cabins and sites must be paid by 30 November 2020. Failure to pay full booking will result in booking cancellation without notification. Deposit will be forfeited.</li><li>• Cancellations received upto 29 days prior to arrival will forfeit 1 night tariff and remaining balance will be provided as a refund.</li><li>• Cancellations received upto 28 days and up to 8 days prior to arrival will forfeit 50% of total booking cost with remaining balance provided as refund.</li><li>• Cancellations received within 7 days of arrival date forfeit 100% of total booking cost.</li><li>• No changes to reservations will be accepted within 30 days of arrival. NB: A \$55.00 amendment fee will apply per booking for all changes</li></ul>	Market pricing
	<p>Last YR Fee</p> <p>Deposit \$200.00 for all sites or full payment if total cost is less than \$200.00. Deposit is non-refundable once paid.</p>	

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Cancellations [continued]

	<p>Last YR Fee</p> <p>Deposit \$200.00 for all sites or full payment if total cost is less than \$200.00. Deposit is non-refundable once paid.</p> <ul style="list-style-type: none"> <li>• Balance payments for all cabins and sites must be paid by 30 November 2019</li> <li>• Cancellations received on or before 30 November will forfeit the full deposit with any additional monies paid provided as a refund / credit.</li> <li>• Failure to pay in full for bookings on or before 30 November will result in the reservation being cancelled and the 2 nights / \$200.00 deposit forfeited.</li> <li>• Cancellations received from 1 December and up to 7 days prior to arrival date will forfeit 50% of the total booking cost with the balance provided as a refund / credit.</li> <li>• Cancellations received within 7 days of arrival date forfeit 100% of total booking cost.</li> <li>• No changes to reservations will be accepted within 30 days of arrival. NB: A \$55.00 amendment fee will apply per booking for all changes</li> </ul>	
Online and direct bookings – (Summer NSW School Holidays, Australia Day Long Weekend, Easter Long Weekend, Labour Day Long Weekend)		

## Group Bookings

Groups Bookings Deposit	20% Deposit paid within 7 days of reservations	Market pricing
Groups Bookings Final Payment	Full payment due 28 days prior to arrival	Market pricing
Group Bookings Cancellation	<p>Cancellations received more than 28 days before arrival, deposit is non refundable. Cancellations received within 7-28 days prior to arrival will incur a cancellation fee of 50% of the total accommodation booking</p> <p>Cancellations received within 7 days may be charged 100% of total accommodation booking</p>	Market pricing

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Extreme/Unsatisfactory Guest Experience

Guest partial refund due to unsatisfactory experience	Up to 50% refund per night or remaining stay pending occurrence	Market pricing
Variable value based on the nature of the occurrence.		

## Holiday Van Occupancy Fees

Electricity account administration	\$6.00	\$5.45	\$0.55	\$6.00	Market pricing
Charged quarterly with each electricity meter reading					
Holiday Van Site A (Fingal Bay Only)	\$510.00	\$472.73	\$47.27	\$520.00	Market pricing
Monthly occupancy fee up to 150 nights					
Holiday Van Site B (Halifax, Fingal Bay & Shoal Bay)	\$500.00	\$463.64	\$46.36	\$510.00	Market pricing
Monthly occupancy fee up to 150 nights					
Holiday Van Site Electricity Usage	Metered electricity usage charged quarterly based on latest retail tariffs of the local area energy retailer				Market pricing
Electricity Service Availability Charge	Calculated per day for 150 days of the year; based on the latest retail tariffs of the local area energy retailer; charged quarterly				Market pricing

## Holiday Van Administration

Holiday Van Annual Agreement	\$12.50	\$11.36	\$1.14	\$12.50	Market pricing
Preparation Charge					
Holiday Van Annual Agreement Postal Charge	\$6.50	\$5.91	\$0.59	\$6.50	Market pricing
Postal Charge					

Name	Year 19/20	Year 20/21			Pricing policy
	Fee (incl. GST)	Fee (excl. GST)	GST	Fee (incl. GST)	

## Holiday Van Administration [continued]

Holiday Van Annual Agreement Sale/ Transfer of Ownership Fee	\$459.00	\$418.18	\$41.82	\$460.00	Market pricing
Fee payable by owner on submission of sales application form as part of the sales process Includes a \$165 Holiday Van independent valuation based on a group discount					
Holiday Van Individual Valuation Surcharge	\$230.00	\$209.09	\$20.91	\$230.00	Market pricing
Fee payable by owner on submission of sales application form as part of the sales process To be paid on top of Holiday Van Agreement Sales Fee if an individual valuation is required					