

FILE NO: PSC2005-4245

TITLE: BEACHSIDE HOLIDAY PARKS TERMS, RULES & CONDITIONS POLICY

OWNER: HOLIDAY PARKS SECTION MANAGER

1. PURPOSE:

1.1 The purpose of this policy is to outline Port Stephens Beachside Holiday Parks approach to the application of all terms and conditions relating to guest bookings, guest's onsite and holiday van owners (HVO). The policy relates to the management and upholding of Beachside Holiday Parks (BSHP) Terms and Conditions, Cancellation Conditions and Park Rules in keeping with relevant industry practice.

2. CONTEXT/BACKGROUND:

2.1 The nature of our business requires a suite of documents that can be communicated clearly to guests and other stakeholders at the beginning of our business relationship and enforced when required to uphold our reputation and good business practice.

2.2 These documents include Beachside Holiday Parks (BSHP) Terms and Conditions which outlines a range of booking information including payments, arrival information and expected guest behaviour. The BSHP Park Rules provides more details about how guests ensure they stay safe and enjoy their holiday and the BSHP Cancellation Conditions clearly outlines monies that are non-refundable should guests need to cancel their booking.

2.3 The general principles of these documents are based on fairness, equity and safety and benchmarked against leading industry associations.

3. SCOPE:

3.1 This policy provides guidance for all matters relating to guest bookings, booking cancellations and the expected behaviour of all guests and holiday van owners while staying at Beachside Holiday Parks. The development of these documents has been guided by industry standards and the key principles of good business practice, fairness and the overall enjoyment of all guests.

4. DEFINITIONS:

4.1 An outline of the key definitions of terms included in the policy.

Beachside Holiday Parks	Fingal Bay, Shoal Bay, Halifax, Thou Walla, Port Stephens Koala Sanctuary.
Guest	A person or persons who are staying onsite at one of our Beachside Holiday Parks.
Holiday Van Owner	Short term resident of Beachside Holiday Parks.
Leading Industry Associations	Caravan and Camping Industry Association.

5. STATEMENT:

5.1 Beachside Holiday Parks will carry out its responsibilities to administer the Terms and Conditions, Park Rules and Cancellation Conditions and ensure:

- a) All relevant policies and conditions are communicated clearly to all guests, holiday van owners and other stakeholders.
- b) Staff are consistent in their approach and understanding of all documents.
- c) All staff are capable of escalating relevant matters to senior managers for resolution.

5.2 A review of the Terms and Conditions, Park Rules and Cancellation Conditions will be undertaken annually in keeping with industry practice.

6. RESPONSIBILITIES:

6.1 The overall responsibility for the policy is with the Holiday Parks Section Manager with implementation primarily via the Beachside Holiday Parks Operations Manager and the Koala Sanctuary Manager.

6.2 The key position/s responsible for implementing, complying with, monitoring, evaluating, reviewing and providing advice on the policy include assistant managers, all customer service officers, sales and reservations officers, grounds team leaders and grounds officers.

7. RELATED DOCUMENTS:

- 7.1 Holiday Van Owners Standard Operating Procedures (PSC)
- 7.2 Holiday Van Owners Annual Occupancy Agreement (PSC)
- 7.3 Crown Lands Management Act 2016
- 7.4 Beachside Holiday Parks Plans of Management (PSC)
- 7.5 Local Government Act 1993
- 7.6 Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2005.

CONTROLLED DOCUMENT INFORMATION:

This is a controlled document. Hardcopies of this document may not be the latest version. Before using this document, check it is the latest version; refer to Council's website: www.portstephens.nsw.gov.au .			
EDRMS container No.	PSC2005-4245	EDRMS record No.	21/266179
Audience	Council staff and the Community		
Process owner	Holiday Parks Section Manager		
Author	Holiday Parks Section Manager		
Review timeframe	3 years	Next review date	August 2024
Adoption date	10 August 2021		

VERSION HISTORY:

Version	Date	Author	Details	Minute No.
1	10 August 2021	Holiday Parks Section Manager.	New Policy.	211