

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 the 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 the 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 the 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.

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| 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 the Beachside Holiday Parks. |
| Holiday Van Owner | Short term resident of the 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, Commercial Business Manager and the Koala Sanctuary Assistant Manager.

6.2 The key position/s responsible for implementing, complying with, monitoring, evaluating, reviewing and providing advice on the policy include Holiday Park Assistant Managers, all Guest Services Officers and Sales and Reservations 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 2021.
- 7.7 Holiday Parks (Long-term Casual Occupation) Act 2002 (NSW).

CONTROLLED DOCUMENT INFORMATION:

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| EDRMS container No. | PSC2005-4245 | EDRMS record No. | 24/169035 |
| Audience | Council staff and the Community | | |
| Process owner | Holiday Parks Section Manager | | |
| Author | Holiday Parks Section Manager | | |
| Review timeframe | 3 years | Next review date | 28 May 2027 |
| Adoption date | 10 August 2021 | | |

VERSION HISTORY:

| Version | Date | Author | Details | Minute No. |
|---------|----------------|--------------------------------|---|------------|
| 1 | 10 August 2021 | Holiday Parks Section Manager. | New Policy. | 211 |
| 2 | 28 May 2024 | Holiday Parks Section Manager. | 1.1, 2.2 and 4.1 – added ‘the’ when referencing Beachside Holiday Parks. 6.1, 6.2 – position titles updated to reflect current. 7.6 – Updated year to current version. 7.7 – Added Holiday Parks (Long-term Casual Occupation) Act 2002 (NSW). | 107 |