



It's in our nature

Booking Conditions

Payment Plans

View the [Payment Plan Terms & Conditions](#) page for more information.

Deposits

A deposit is required to secure each reservation. For all bookings, a deposit equal to the first night's accommodation/site rate must be paid at the time of making the reservation. Reservations will not be guaranteed without a deposit. We accept Visa and MasterCard for online and phone bookings and Cheques for phone bookings only.

Final payment dates for bookings vary by season ([view season calendars](#)):

- Premium season: Final payment due 30 days prior to arrival
- High season: Final payment due 14 days prior to arrival
- Mid and Low season: Final payment due on arrival

Accommodation bookings will be required to provide a credit card as security against incidentals during your stay. If there is no credit card on the booking, a \$200 cash bond will be required. This bond will be refunded on departure.

Payment Options

Credit Card: Is accepted for online bookings and phone bookings.

Please note payments made by Credit Card at NRMA Shellharbour Beachside Holiday Park will include the 0.53% bank surcharge.

Cheques: Will only be accepted if received more than 4 weeks prior to arrival. If sending a cheque or money order, please record your full name, postal address, phone number and reservation number on the reverse side.

Payment Plan: This option is available for online bookings only, available by credit card only for a booking where the holiday value is at least \$200. Please review [full terms and conditions](#)

Cancellation/ Refund/ Booking Policy

Cancellations relating to COVID-19 or a Natural Disaster:

We offer flexible booking arrangements for those impacted by COVID-19 or a natural disaster and allow for changes to stay dates, 12-month credits or refunds without penalty.

All other cancellations:

When you cancel your booking, fees may be charged under the following circumstances, which vary by season:

- Premium season: Cancellations within 30 days of arrival will incur a cancellation fee equal to the total booking value
- High season: Cancellations within 14 days of arrival will incur a cancellation fee equal to the total booking value
- Mid season: Cancellations within 72 hours of arrival will incur a cancellation fee equal to the first night's accommodation/site rate



Find your stay

All refunds in excess of \$1000.00 will be processed via Electronic Funds Transfer within 30 days of booking cancellation. (This excludes NRMA Stockton Beach, NRMA Sydney Lakeside, NRMA Shellharbour and NRMA Echuca).

Administration Fee: Where a refund is due, a \$30 administration fee will be charged. This fee can be credited to a future booking if returning within 12 months of the initial cancellation.

Credits:

- Credits can only be taken on direct bookings and excludes any bookings via online travel agents (Expedia, Wotif, Booking.com etc.)
- Monies paid against a booking that has been cancelled as per the cancellation terms can be held in credit for a future booking.
- Credits are valid for 12 months from the date a booking was cancelled.
- Credits may be refundable for up to 12 months, if a refund was applicable at time of cancellation. After this point any monies paid are forfeited.
- Credits may be transferred between select NRMA holiday park or resorts and excludes bookings made at Sydney Lakeside, Stockton Beach, Echuca and Shellharbour Beachside holiday parks.
- Any credits on bookings from 15 March — 31 May, 2020 (bookings cancelled due to COVID-19) are valid for 24 months from the cancellation date. If a refund was applicable at time of cancellation, these credits are refundable for up to 24 months and after this point any monies paid are forfeited. Any bonus credit offered at time of cancellation is non-refundable or transferable.

While we do our best to accommodate a preferred site or cabin number, these are not guaranteed.

General terms

NRMA Parks and Resorts do not accept bookings from persons under the age of 18 years of age. All guests under the age of 18 must be accompanied by a responsible adult such as a parent or guardian. We reserve the right to cancel any reservation where this condition is not met.

Membership Discounts

All membership discounts are available to direct bookings on the "Standard Rate" only — this includes bookings made directly at our holiday parks and resorts, call centre and website nrmaparksandresorts.com.au. All discounts apply to only one site or cabin per member per booking.

NRMA Members

Members of National Roads and Motorists' Association are eligible for exclusive discounts throughout the year at NRMA Parks and Resorts:

Bookings during low and mid seasons:

- A free night when staying 4 nights or more

OR

- 10% discount uncapped

Whichever discount is greater will be automatically applied at time of booking.

Bookings during high and premium seasons:

- 10% discount capped to the value of \$60

All offers are subject to availability and specific exclusion dates may apply as outlined at time of booking.

Existing bookings cannot be cancelled and rebooked under this offer.

Strictly one free night per stay. Back to back bookings will not be facilitated.

Please mention your membership upon booking and present your card upon arrival at the park. If you are not a member please ask one of our friendly staff how to join or visit www.nrmaparksandresorts.com.au/nrma-members

Auto Club Members

Members of Auto Clubs within the Australian Automobile Association are eligible for a 10% discount on their booking at any NRMA Parks and Resorts, capped at \$40 and not valid in high and premium seasons*. Please mention your membership upon booking and present your membership card upon arrival at the park. Applicable auto clubs include RACV, RACQ, RAA, RAC, RACT and AANT.

Sale, Promotional and Special offer Tariffs

Any accommodation or site bookings made on a 'Sale' or discounted tariff is made under special conditions that differ from standard tariffs. Bookings made under sale tariffs have the following conditions applied, as agreed to at the time of booking:

- [Campaign: Stay longer, save more](#) — valid until 06/03/2023



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- [Campaign: Chase the feeling](#) — valid until 23/12/21
- [Campaign: Explore Narrabeen and save](#) — valid until 30/03/22
- [Campaign: Stay 4, pay 3 at Port Arthur](#) — valid until 18/12/21
- [Campaign: Treasure Island Theme Park Package](#) — valid until 31/03/22
- [Campaign: Weekday getaway package at Treasure Island](#) — valid until 31/03/22
- [Campaign: Deals with delegates](#) — valid until 30/06/22
- [Campaign: Save at Bowen Beachfront](#)
- [Campaign: Book in Advance and Save \(30 Day Advance Purchase\)](#)
- [Campaign: Midweek special](#)
- [Campaign: Weekly special](#)
- [Campaign: Reptile Park Adventure Package](#)
- [Campaign: Kids stay and play FREE*](#)
- [Campaign: Midweek escape — Savings & bonus inclusions](#)
- [Campaign: Midweek escape: Save 20%](#)

Group Booking Conditions — [view them here](#)

Subletting of Accommodation

Accommodation/sites are provided to the booking party for the guest(s) as named on the booking. Accommodation must not be sublet or resold by the booking party for commercial gain without our prior written consent. Genuine group bookings are not affected.

NRMA New Member Privacy Consent

By providing your information you consent to us contacting you in accordance with our [Privacy Policy](#), which is available on our website.

We may contact you to manage your NRMA Membership and to provide you with information and offers from the National Roads and Motorists' Association and our subsidiaries.

You can alter your consent at any time.

Risk Warning

Park management wishes to warn all persons who engage in any activity for recreation, enjoyment, leisure or relaxation on or near the park, that the pursuit of such activities involves the risk of harm or serious personal injury including death, drowning, head, eye or spinal injury, paralysis, broken limbs or strains. Prior to undertaking any such activity, all occupants, guests or other persons should ensure and be satisfied that they are aware of all risks involved, including those risks associated with any pre-existing health condition. Such activities and facilities are varied and may include: playgrounds, playground equipment and jumping pillows; swimming pools, water slides, water parks and water activities; bicycle riding, pedal carts, skateboards and scooters; operation of vehicles, plant and equipment; sporting and children's activities; exercise and gym equipment; interaction with wildlife, waterways, water courses and dams; trips, falls and collisions including interaction with other guests and their property; walking or running over uneven surfaces and grounds, tiled surfaces and wet areas which may result in slips, trips or falls; walking in unlit / poorly lit areas which may require a person to provide and carry a torch or other form of lighting; activities (including camping) with exposure to the natural environment (flora & fauna) including the risk of falling tree limbs. All persons who engage in recreational activities do so at their own risk. Children and infants must be supervised by an adult at all times. By entering the Park, it is accepted that all activities including recreational activities are not free of risk and that park management is not liable for any loss, damage or injury arising from such activities. On entry, it is also agreed that park management, owners, employees or agents are indemnified against all claims for injury, loss, damage or theft of property.

Playgrounds: Use of playground equipment may result in serious personal injury including death, head, eye or spinal injury, paralysis, broken limbs or strains. Risks include falls and collisions with other users and hazards associated with gaps, openings and protruding objects.

Jumping Pillows: Use of jumping pillows may result in serious personal injury including death, head, eye or spinal injury, paralysis, broken limbs or strains. Flips, somersaults and inverted manoeuvres are dangerous and prohibited. Other risks include falls and collisions with other users. Not to be used when wet.

Swimming pools and water activities: Use of swimming pools, water slides, water parks and associated facilities may result in serious personal injury including death, drowning, head, eye or spinal injury, paralysis, broken limbs, strains or lacerations. Flips, somersaults and inverted manoeuvres into the water are dangerous and prohibited. Other risks include diving head first, slips, trips, falls, running on wet surfaces and not providing adequate supervision to children.



Find your stay

and safety in the water

st holidays are those spent close to water, whether it's the beach, a river, or the pool. But safety doesn't take a holiday, so we've partnered with Royal Life Saving Austr

arn more



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The NRMA

With your NRMA Membership you can take advantage of a number of benefits and booking discounts at any one of our parks and resorts located around Australia, from Queensland to Tasmania.

- Membership
- Roadside assistance
- Electric vehicles
- Car batteries
- Car loans
- Fuel watch and reports