



koala *sanctuary*
PORT STEPHENS



2020 | 2021

Accommodation Deposits and Cancellation Policy

Effective from 1 July 2020 to
30 June 2021



The following applies to reservations made directly with Port Stephens Koala Sanctuary and excludes all reservations made through 3rd Party Travel Agencies as well as promotional packages and tariffs

1. Deposits Payment Policy

- FULL PAYMENT required at the time of booking.

2. Cancellation Policy

- Up to 15 days prior to arrival date: full refund.
- Within 14 days to arrival date: no refunds provided.
 - Cancellation or date change is available

3. Check-in Conditions

- Officially issued photo identification document matching credit card on the reservation is required.

4. Conditions of stay

- Pets are not allowed within Port Stephens Koala Sanctuary boundaries.
- Port Stephens Koala Sanctuary is a smoking free environment. Smoking is only permitted outside of the property boundaries.
- Children must be supervised at all times.
- Check-in 2pm. Checkout 10am, fees apply for late checkout.

NOTES:

- *Full payment required to confirm a reservation*
- *Payment in full not required if using a Payment Plan facility*
- *Payment Plans Deposit and Cancellations Conditions apply*




● **Port Stephens** (Located at One Mile, NSW)

● **Newcastle** (45 Minutes Drive)

● **Sydney** (2.5 Hours Drive)

Contact Us

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 @pskoalasanctuary  Port Stephens Koala Sanctuary