



koala *sanctuary*
PORT STEPHENS



Accommodation Deposits and Cancellation Policy

Effective to 30 June 2025



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

1.1 FULL PAYMENT required at the time of booking.

2. Cancellation Policy

2.1 Up to 15 days prior to arrival date: Cancellations permitted with a full refund.

2.2 Within 14 days to arrival date: All bookings are non-refundable.

3. Reservation Amendment (Change of Date) Policy

3.1 Up to 15 days prior to arrival date: Date change is available no fee applies.

3.2 Within 14 days to arrival date: Date change is available with a non-refundable Amendment fee of \$55.00 paid per reservation plus any tariff difference (where applicable).

3.3 Once a non-refundable Amendment fee of \$55.00 has been paid for a date change, the reservation is then ineligible for cancellation or refund, however further date changes are available with a non-refundable Amendment fee of \$55.00 paid per date change.

3.4 Within 24 hours to arrival date. Date change is not available. Cancellation policy applies.

4. Check-in Conditions

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

5. Conditions of stay

5.1 Reservations are not transferable to another person. If guests are unable to keep their reservation, applicable cancellation policies will apply.

5.2 Pets are not allowed within Port Stephens Koala Sanctuary boundaries.

5.3 Port Stephens Koala Sanctuary is a smoking free environment. Smoking is only permitted outside of the property boundaries.

5.4 Children must be supervised at all times.

5.5 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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Port Stephens Koala Sanctuary