

COVID 19 VIRUS INFORMATION

This notice is current as of 25 March 2020 and replaces any previous advice we have provided.

Dear Guests

It is with regret and heavy heart we will be suspending operations as from 26th March due to the current situation with Covid-19 pandemic. This is based on advice from the current Government bodies and the health department.

The entire Coral Bay townsite is now closed to all visitors until further notice.

This is not permanent – but because the situation is presently uncertain we cannot currently say when we will be re-opening.

Some people have contacted us seeking refunds of amounts they have paid.

We are not in a position to be able to waive our cancellation and refund policy and provide refunds.

Our cancellation and refund policy remains as set on our website and in your booking confirmation email.

However, owing to the present situation, if you wish to cancel an upcoming booking we have adopted the following process:

1. For Easter school holiday 2020 bookings we will credit you monies paid towards a new booking. We will email you to arrange this as soon as we are able (but please bear with us). When we contact you to arrange the new booking we will give you first priority to make a new booking for the same stay in 2022 (bookings are 2 years ahead for all school holidays). Of course you will be free to make a new booking for a different available time if you prefer. Please note tariffs for the new booking period may be different and this will be reflected in the new booking.
2. For non-school holiday bookings only for April/May 2020 we will be in contact shortly month by month. We will be happy to issue credits for a future booking (although the time of the new booking will be subject to availability). Our preference is that the new booking is within 12 months of your original booking dates but we are happy to be flexible on this.
3. All dates from 1st June 2020 onwards please contact us later in the coming months as at the moment we are only dealing with bookings for March and April 2020 as a priority – sorry we cannot at the moment predict if we will be authorised to open our doors by then.

Finally, we ask for your patience in contacting the office by phone or email as we are currently experiencing very high levels of queries. We will continue to update our web site for any changes.

Thank you for everyone's kind assistance and respect for office staff, noting our Zero Tolerance Policy. Most of our guests have been wonderfully understanding in these difficult economic circumstances, however, 2 guests have been issued Life Bans for disgusting behavior and language directed at staff. It is just not acceptable and will not be tolerated.

Kind Regards

Peoples Park Management