Paceway Tamworth Campground

Refund & Cancellation Policy

We understand that plans can change. Our refund policy is designed to be fair to both our guests and the campground.

Cancellations

- Cancellations made **2 days or more prior to arrival** will receive a full refund, less a **$10 administration fee**.
- Cancellations made **less than 2 days prior to arrival** are not eligible for a refund.
- No refunds will be provided for early departures, no-shows, or unused nights.
- All Cancellations must be in writing via email to pacewaytamworth@hrnsw.com.au

Exceptional Circumstances

Refund requests due to unforeseen circumstances such as:

- Serious illness or injury
- Hospitalisation
- Flood, fire, or other natural disasters affecting travel

may be considered at management's discretion. Supporting documentation may be required.

Event Bookings

For major events, festivals, and special event periods, all Event bookings etc will be notified of cancellation policy at the time of booking.

Refund Processing

Approved refunds will be processed back to the original payment method and may take up to 3-5 business days to appear in your account.

Thank you for your understanding and cooperation.