



Booking Terms and Conditions

BIG4 Red Cliffs



Check In

Cabins 2:00pm & Sites 1:00pm

Check Out

10:00am

Reception Hours

8:30am - 6:00pm

Changes and Cancellation

A cancellation fee of \$20 will be applied to all cancellations.

In the event of a cancellation during **off peak** periods, refunds will only be given if notice is given at least 14 days before arrival.

During **mid & peak** periods, which include school holidays, full payment is required by the set date on your confirmation for sites and cabins. If cancellation occurs less than 30 days before arrival, a cancellation fee equivalent to the cost of the first night will be forfeited. If a cancellation occurs less than 7 days before arrival, you do not qualify for a refund.

Reservations cancelled, amended or altered at the commencement or during your stay, do not qualify for a refund.

Pets

Dogs are welcome on sites only.

Deposits and Payments

Online bookings require full payment at the time of booking.

During **mid & peak** periods, which include school holidays, full payment is required by the set date on your confirmation for sites and cabins.

All other bookings, if arriving after hours, full payment is required prior to arrival.

What you need to know

Guests are responsible for all loss and damage that may occur during the period of their stay and authorise BIG4 Red Cliffs to debit the supplied credit card for (including but not limited to) the actual costs incurred or to be incurred by BIG4 Red Cliffs to rectify the Loss or Damage up to a maximum amount of \$5000.00 without my prior or any other permission. "Loss or Damage" means all loss and damage caused by any act, omission, default or neglect (whether deliberate, intentional, reckless or accidental) of the guest, other registered guests, any person under the

guest's control or any person with whom the guest is associated including, but not limited to, the following:

- All loss or damage caused to the Accommodation that is beyond reasonable wear and tear;
- All costs and expenses incurred or to be incurred by BIG4 Red Cliffs resulting from the guest's failure to abide by the Terms and Conditions of their stay;
- All costs and expenses incurred or to be incurred by BIG4 Red Cliffs to repair or replace any missing or broken or damaged furnishings, plant, equipment, fixtures, fittings, utensils, appliances, utilities, stocks, floor coverings, blinds, linen and items in place or previously located in the Accommodation, whether they were lost, stolen or destroyed; necessary to return the accommodation to a similar state it was in immediately prior to the Arrival Date;
- All costs and expenses incurred or to be incurred by BIG4 Red Cliffs for any additional cleaning of the accommodation required by reason of the guest's failure to maintain reasonable standards of cleanliness, tidiness and hygiene, including but not limited to:
 - Removing any excess soiling or excess rubbish;
 - Any foul odours including odours caused as a result of smoking in accommodation or the keeping of unauthorized pets in the accommodation;
 - Rectifying or remedying any stains or ash, or burnt furnishings, equipment or other items caused as a result of smoking in non-smoking accommodation or facilities.
- All third-party charges, costs or fees incurred by BIG4 Red Cliffs caused by the Guest's negligence, recklessness or misbehaviour, whether intentional or accidental;
- All costs and expenses incurred or to be incurred by BIG4 Red Cliffs for the guest's failure to return keys to BIG4 Red Cliffs at the time of departure;
- All unpaid charges owing by the guest to BIG4 Red Cliffs including extended accommodation.
- Persons under 18 years of age must be accompanied by a parent or guardian.
- Photo ID and a Valid Credit Card may be requested on arrival.
- Management reserves the right to change a site/cabin where the need arises after booking.
- All accommodation and facilities are NON-SMOKING. Fees may apply if found to be smoking inside any facilities or accommodation. (See Loss and Damage)
- Cabins and sites are to be left in a clean and tidy manner as they were found. Additional fees will be charged for any undue cleaning/repairs.
- Speed limit within the park is 10kph.
- Parking is available with each cabin or site for 1 vehicle and is required to remain in the confines of your parking space or site. Second vehicle at the discretion of the managers.
- Trailer Parking- If your trailer does not fit within the confines of your site/ Parking space; please speak to our friendly staff for an alternate parking space. Spaces are limited and are a first in first served basis.
- For the consideration of other guests; we ask for no noise after 10 pm.
- Australian Standards state that children under nine years old should not sleep in top bunks or loft beds. Please take this into consideration when making your booking.
- Use of facilities within the park are at guests own risk and management & employees will not be held liable for any loss or damage to property or person.
- Visitors are asked to use the visitor parking area to visit you in your cabin or site. If they are using the Park facilities (ie: BBQ's, playing equipment, pool etc.) Day User Fees may Apply. Seasons and occupancy limits may affect visitors being able to use facilities.
- Loss and Damage