

# Red Cliffs Caravan Park

## Terms and Conditions

### Arrivals/ Departures

**Check in:** Cabins from 2pm on day of arrival / sites 12pm

**Check out:** before 10am on day of departure.

Early arrivals and late departures can be arranged with our friendly staff with prior notice; however are subject to availability (Fees may apply)

For arrivals after office hours, please contact reception to organise a late arrival check in.

### General

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. 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.

### **Pet Policy**

All pets are to be approved by management before your stay. Please declare that you are travelling with your pet upon booking your accommodation.

PETS ARE NOT PERMITTED FOR CABIN BOOKINGS. Pets are allowed in SITES only.

When you check-in, let reception staff know that you have your pet(s) on site.

Be sure to keep your pets on leads at your site and whilst walking them around the park.

All pets are NOT to be taken near the Kids Playground, Camp Kitchen, Amenities and Pool Area.

In consideration for other guests, please clean up after your pets and keep them within your control at all times.

We count on you to prevent your pet from making excessive noise, being disruptive or aggressive to other guests. If your pet is deemed dangerous, harmful or disruptive, park management has sole discretion to find other accommodations. We also reserve the right to contact animal control to have a pet removed.

If your site requires excessive cleaning, or if damages are incurred as a result of your pet's actions, we reserve the right to charge for additional services and repairs.

If at any time you require assistance or have any concerns /queries please contact staff immediately.

### **Payments/ Cancellations**

A deposit equivalent to the first night's accommodation is required at the time of booking. A receipt will be emailed along with confirmation of your booking details.

Payments are due on Arrival of your stay excluding Peak periods (Hattah Dessert Race/ Easter Holidays & Christmas) where a pre-payment is required by a set date in your confirmation

A fee of \$20 will be applied to all cancellations. In the event of a cancellation refunds will only be given if notice is at least 30 days before arrival.

Reservations cancelled, amended or altered at the commencement or during your stay, DO NOT qualify for a refund including early departure.

Prices are subject to change without notice and all tariffs are subject to the current rate at the time of your stay.

### **Loss and Damage**

Guests are responsible for all loss and damage that may occur during the period of their stay and authorize Red Cliffs Caravan Park to debit the supplied credit card for (including but not limited to) the actual costs incurred or to be incurred by Red Cliffs Caravan Park 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 Red Cliffs Caravan Park 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 Red Cliffs Caravan Park 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 Red Cliffs Caravan Park 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 Red Cliffs Caravan Park caused by the Guest's negligence, recklessness or misbehaviour, whether intentional or accidental;
- All costs and expenses incurred or to be incurred by Red Cliffs Caravan Park for the guest's failure to return keys to Red Cliffs Caravan Park at the time of departure;
- All unpaid charges owing by the guest to Red Cliffs Caravan Park including extended accommodation.