

Terms Booking and Conditions



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 \$30 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 7 days before arrival or check in date.

During mid & peak periods, in the likes of school holidays, Dog shows, Long Weekends, Public Holidays, Ect, full payment is required by the set date on your confirmation for sites and cabins. If cancellation occurs less than 30 days before arrival or check in date, a cancellation fee equivalent to the cost of the first night will be forfeited. If a cancellation occurs less than 7 days before arrival or check in date, 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.

Bookings through a third party eg: Booking.com, Expedia have their own cancellations polices. Check their website for terms and conditions.

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 or check date.

Pets

We are pleased to welcome pets to BIG4 Red Cliffs upon application and at Manager's discretion. Please contact us directly (03) 5024 2261 to discuss your pet and travel needs. We strive to ensure a safe, comfortable, and enjoyable stay for all guests. To maintain a harmonious environment, the following conditions apply:

Pet Approval & Registration

- All pets must be declared to staff at the time of booking.
- All Bookings for "*pet friendly cabins*" are to be booked directly by phoning (03) 5024 2261, no online bookings. *Sites* are bookable online.
- Management reserves the right to refuse entry to pets based on size, breed, temperament, or behaviour.

- Pet friendly cabin accommodation requires registration of your pet and a pet agreement wavier signed with a credit card on file before or at the time of check in for liabilities caused by your pet/s.
- Pets must be healthy and free of parasites eg: worms and fleas.
- Pets are limited to 2 per Pet friendly cabin. Arrival with additional pets or different pets on check in may result in the booking not being honoured and forfeiture of all monies paid.
- A fee of \$20 per pet, per night is charged on cabin stays.

Supervision & Control

- Pets must be under the owner's supervision at all times and kept on a leash whilst not in your van or accommodation.
- Owners must ensure pets do not create excessive noise or display aggressive behaviour that may disturb other guests.
- Pets are not to be left unattended. If you leave the park, pets must accompany you or alternative care must be arranged.

Restricted Areas

- Pets are strictly prohibited from all park buildings, including amenities blocks, playground, food preparation areas, Camp kitchen, & Pool enclosure.
- Do not use communal laundry facilities including sinks to wash your pet or it's bedding.

Cleanliness & Waste Management

- Owners are required to immediately clean up after their pets and dispose of waste in bags in the appropriate bins.
- Additional cleaning or repair charges may apply if pets cause excessive mess or damage.

Pet-Friendly Accommodation

- Pets are NOT Permitted inside or on cabin veranda's unless otherwise stated: "*Pet friendly cabins*".
- *Pets are NOT allowed on furniture or beds in our designated "Pet friendly cabins".*

Responsibility & Liability

- You are liable for and will indemnify BIG4 Red Cliffs against all loss and damage (including without limitation property damage and personal injury) directly or indirectly arising out of or related in any way to the conduct, acts and omissions of your pet. BIG4 Red Cliffs reserves the right to apply all fees and expenses associated with any such loss and damage. You release and discharge BIG4 Red Cliffs from any liabilities, claims, demands, suits, actions, rights, entitlements, costs or expenses that you may have or incur directly or in directly arising out of or related in any way to your pet/s.
- Non-compliance with this policy may result in eviction from the park without refund.

Electric Scooters, E-Bikes & LEVs Policy

For safety and fire-risk reasons, the charging of **electric scooters (e-scooters), electric bicycles (ebikes), hoverboards, and all other lithium-powered Light Electric Vehicles (LEVs)** is **strictly prohibited** within the caravan park.

This includes, but is not limited to, charging:

- Inside cabins, vans, annexes, tents, or park buildings
- On powered sites using park electricity
- In camp kitchens, amenities blocks, or communal areas

Guests found charging or attempting to charge these devices may be asked to **immediately disconnect the device**, and continued non-compliance may result in **termination of stay without refund**, in accordance with park policies.

The park accepts **no responsibility** for loss, damage, or incidents arising from the use or storage of such devices on site.

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.

