

WELLINGTON RIVERSIDE CARAVAN PARK - ACCOMODATION TERMS & CONDITIONS

PLEASE READ CAREFULLY.

The person/s listed as the Primary Guest are responsible for payment of this reservation and will also take responsibility for: - any damage or loss to our equipment in the Park for which you are responsible. These charges will be applied to the same credit card used to pay your account at the time of check-in or the credit card used to guarantee payment of your account, or an invoice will be issued. Charges will also apply for Excessive Cleaning requirements.

General:

- Check-in for sites is from 12pm, cabins and suites are from 2pm on the day of arrival and check-out is before 10am on the day of departure. Arrivals and departures outside these times are subject to availability, applicable fees and prior approval.
- Management reserves the right to amend or alter prices, sites, rooms, and conditions at any time without notice.
- Every effort will be made to accommodate specific site and/or cabin preferences. However, these requests are subject to availability and are not guaranteed.
- Guests and their visitors must observe the provisions of every law, agreement sign, or park rule made under any statute, and promptly comply with notices and directions given by any statutory or public authority, park manager or other authorised employee of the park relating to the site/cabin/park or the use of the site/cabin/park by the occupant.
- All payments are to be finalised upon arrival
- Guests and/or their visitors must always keep their site/cabin clean and tidy in line with management standards and on departure are responsible for the proper removal of all rubbish and leaving the site/cabin in clean and tidy condition. General waste bins, recycling bins and clothes drying areas are positioned throughout the park for your convenience.
- All sites (cabins, suites, caravans and camping sites) can only be occupied by registered persons. Prior to entering the park all guests and their visitors must register with the park office.
- Children under the age of 9 years are not permitted to use the top bunk as per Australia/New Zealand Standard (AS/NZS 4220)
- Guests should always take care and securely store personal items. The Park Management accepts no responsibility for any loss, theft or damage that may occur to an occupant's personal property and/or any personal injury that may occur while staying at the park.
- Motorised equipment which includes motorised bikes, scooters, skateboards, and remote-controlled toys (excluding mobility scooters and motorised wheelchairs etc) are not permitted.
- Parents/guardians are responsible for the children in their care and are required to supervise their behaviour suitably at all times.
- Guests must abide by NSW Fire Regulations fires are permitted in the designated fire pit only; wood is not to be taken off the reserve. All fires must be extinguished when not attended. Fires are prohibited between the months of October to March.

Vehicles and Boom Gate:

- All vehicles and vans that enter the park must be registered, display registration plates, have compulsory third party insurance and be driven by a licenced driver. The use and/or storage of any unregistered motorised vehicle is prohibited within the park.
- Your site/cabin allows for one (1) car only

- Pedestrians have right of way at all times, in the interest of safety; the speed limit throughout the park must not exceed 10kph.
- All vehicles must be always parked within site boundaries or on designated parking areas.

Electric Vehicles

- Due to incorrect voltage outlets, it is prohibited to use park powerheads to charge electric vehicles.

Cabins and Suites

- All sites (cabins, suites, caravans and camping sites) can only be occupied by registered persons. Prior to entering the park all guests and their visitors must register with the park office.
- All cabins and suites are to be left in a tidy state, an Excessive Cleaning Fee of \$550 will be applied to your booking if left defaced.
- Pets and smoking is not prohibited in our cabins or suites, if odour or evidence of cigarette and/or pets are detected by the park cleaners at departure the registered guest will be charged an Excessive Cleaning Fee of \$550.
- Upon check-out keys need to be returned by being placed in the Key Return mailbox, left in the door or returned to the office, failure to return keys will incur a \$250 charge.

Caravan and Camp Sites

- Caravans, tents and alike must be erected within the boundaries of the caravan and camping site designated by Park Management and be kept at least 2.5 meters from any other moveable dwelling or structure. Caravan draw bars must be set-up to face the access road for easy removal in case of emergency.
- No more than one caravan is permitted on a site at a time.
- Guests occupying powered sites are entitled to use only one power outlet per site booked. Only one continuous and uninterrupted 15-amp lead may be connected for the Parks electrical supply outlets to a moveable dwelling. The use of splitting devices and multiple adaptors is prohibited.

Dogs and Pets

- Pets are welcome in the Park, they are prohibited from entering cabins and suites, recreation room, camp kitchen and amenities.
- All pets are to be leashed at all times while in the Park.
- Nuisance pets will not be tolerated, failure to control your pet may result in guest and pet being evicted.
- Pets are to be cleaned up after and not left alone tied to your caravan.

Visitors

- Visitors' vehicles must be parked outside or in a location as directed by the Park Manager. Vehicles are not permitted to be parked on Powered Sites.

Garbage

- Guests and their visitors must ensure all garbage and waste is securely placed in appropriate receptacles. The disposal of any items not considered general household waste is strictly prohibited from being disposed of at the park.

Dump Point

- See Park map for location. Please do not use amenities block.

Noise and Behaviour

- Guests must vacate all common areas of the park before 10pm and contain noise to a reasonable level so as not to impact any other person. Guests must not cause or permit any noise between 12am – 7am.
- Please restrict noise from radios, television, and social gatherings. NO excessive noise after 10pm.
- All visitors must leave the park at 10pm.
- Smoking is not permitted inside any structure (including cabins and suites), within 4 meters of a seated dining area.

Zero Tolerance

Failure to abide by the rules below may result in your stay being terminated.

- Anti-social behaviour towards other guests and/or staff
- Stealing from other guests staying at the park
- Abusive language and swearing
- Undue noise and behaviour after 10pm
- Excessive drinking of alcohol or use of drugs
- Not accepting instructions from Park Management and/or Security
- Damage of any kind to Park property and facilities
- Non-payment of park fees

Park Property

- Guests and/or their visitors must not intentionally or negligently cause or permit damage or destruction to a cabin, site or any park property. Guests will be held liable for the costs associated with the repair, replacement or rectification of any damage caused.

Eviction

- Park management reserve the right to remove any guests and/or their visitors from the park if they breach any law agreement or park rule and/or they are charged by the Police for committing an offence and will not be permitted to re-enter the park unless accompanied by Police.
- If during your stay, you and/or your guests fails to comply with these terms and conditions, then addition to any other right we may have, we may immediately evict your party without a refund.

Damage & Personal Injury

Disclaimer. To the extent permitted by law, the Park excludes any liability to the Guest Booking Agreement, tort, statute or in any other way for any injury, damage or loss of any kind whatsoever (including without limitation, any liability for direct, indirect, special or consequential loss or damage), sustained by the Guest and/or any other person, or for any costs, charges or expenses incurred by the Member, arising from or in connection with the booking contact and/or the services/products provided by the Park.

Privacy

A Customers "personal information" (as that term is defined in the Privacy Act 1988(Cth)) will only be used by the Park to provide you with the service completed in accordance with your accommodation contract.

Wellington Riverside Caravan Park reserves the right to relocate any booking to a room/site of same standard. All bookings are subject to availability.

REFUND POLICY

Refunds of deposits and fees paid are available under the following circumstances:

Notice given at least 15 days before check-in:

Where at least 15 days notice of full or part cancellation has been given a full refund will apply.

Notice given between 14 days and 72 hours before check-in:

Where notice has been given between 14 days and 72 hours prior to check-in a 50% refund of all site fees/deposits paid will be given.

Notice given less than 72 hours before check-in:

Where notice is given less than 72 hours prior to check-in, refund will be at the discretion of the Manager

'No shows; and cancellations after check-in, forfeit all fees paid. If after arrival guests are dissatisfied with any aspect of their accommodation and decide to terminate their stay, the amount refunded, if any, will be at the discretion of management. The Park reserves the right to cancel bookings for 'no shows'.

Refunds will only be given in regard to the above conditions. Refunds will not be given if guests simply changed their mind, their circumstances change, choose wrong accommodation or due to weather conditions (except in the case of the emergency services evacuating the Park).

A copy of these Terms & Conditions is available at the office upon request.