

# **Terms and Conditions**

## **Lilydale Pine Hill Caravan Park**

### **PAYMENT - OFF PEAK BOOKINGS**

Bookings require a deposit of 1 night's tariff to secure the booking.

Balance due 7 days (1 weeks) prior to the arrival day.

### **PAYMENT - PEAK PERIOD Public Holidays/Long Weekends)**

Minimum 2 nights or 3 nights apply.

Full payment is due at the time of booking.

### **PAYMENT - GROUP BOOKINGS**

Groups of 10 or more cabins or sites require deposit of 1 night's tariff for each cabin and/or site, at time of booking.

### **CANCELLATION - OFF PEAK BOOKINGS**

Cancellation more than 7days from check-in will be refunded less admin fee of \$25.

Cancellation with less than 7days from check-in will not receive a refund.

There is no refund for early departures.

### **CANCELLATION - PEAK PERIOD Public Holidays/Long Weekends)**

Cancellation more than 7 days from check-in will be refunded less 1 night's tariff.

Cancellation less than 7 days from check-in will not receive a refund.

There is no refund for early departures.

### **CANCELLATION - GROUP BOOKINGS**

Cancellation more than 30 days from check-in will be refunded less admin fee of \$25.

Cancellation less than 30 days from check-in will incur a fee of 1 night's tariff.

**FIRE & EMERGENCY EVACUATION AREAS** - In an emergency or fire, assembly areas are near to Information Centre, opp Workshop and opp Car Wash. Fire location maps are in all cabins, the amenities block, camp kitchen & games room.

### **Clients must be 18 years or over to make a booking –**

Those 18 years and under must be accompanied by an adult/guardian

**BICYCLES** – We encourage young & old to ride their bikes. Helmets must be worn

**CHECK OUT** time is no later than 10.00am on the day of departure. Please return your key to reception or key return box outside of reception. Late check-out is subject to availability and fees apply.

**NOISE** – Please keep noise to a minimum, no noise after 10.00pm

**SMOKING / VAPING POLICY:** All buildings at Lilydale Pine Hill are non-smoking. By law, it is prohibited to smoke within 10m of any public buildings or children's play area.

**OUTDOOR PUBLIC AREAS** e.g. playground, BBQ area & Camp Kitchen are strictly non-smoking. Anyone in breach of this condition will be required to leave the area.

Please do not drop butts in park grounds. Use receptacles provided or bins.

**PETS** – Pets are allowed on **sites ONLY**. No pets allowed in cabin accommodation unless designated **PET FRIENDLY**. If you are travelling with a service animal, please contact reception **prior** to arrival.

**GAMES ROOM/AREAS** – 8am to 10.30pm. Supervise young children at all times.

**RECYCLING** – Recycle bins are located around the park. Please recycle appropriately.

**RUBBISH** – All rubbish must be wrapped and placed in bins for collection.

**SPEED LIMIT** – The speed limit around the park is strictly walking pace. Please be aware of young children playing in the park.

**VISITORS** – All visitors must report to the office on arrival. Guests are reminded that they are responsible for their visitors. Visitor parking is available at entrance to Park. Parking within the Park is at discretion of manager. Visitors fee apply.

**Personal belongings** – No responsibility for the loss or damage of personal items. Remember to lock your vehicle & remove any valuables. Lilydale Pine Hill Caravan Park accepts no liability. Park guests are responsible for their visitors at all times.

**Parking is at your own risk** – Check accommodation before departure as any items left behind may not be recovered. Lilydale Pine Hill Caravan Park accepts no liability.

**NO Fires** to be lit within the park grounds EXCEPT at the designated common areas.

**NO illegal drugs** permitted anywhere in the park

**Card Payments** – All card payments (incl pay wave) will incur a fee. Amex 1.85%, Visa (Debit/Credit) 0.44%, Mastercard (Debit/Credit) 0.33% & Eftpos (Card Inserted) 0.12%. Eftpos payments using tap-to-pay or over the phone will incur a surcharge of 0.33%. Payments via cheque or savings account incur no fees. Alternative methods of payment are available, please request information.

**DAMAGE** – Guests shall be liable for any loss or damage to appliances, furniture, keys, fixtures &/or fittings on accommodation (inside & out). Fair wear and tear excl. By using a credit card to secure a booking you are giving authority to Lilydale Pine Hill Caravan Park to charge for any damage, smoking within accommodation including excessive cleaning, etc.

**BEHAVIOUR** – Any offensive, physical or verbal abuse or aggressive behaviour towards other guests or the Lilydale Pine Hill team will not be tolerated. Your booking will be immediately terminated and you will be asked to leave without a refund. The Lilydale Pine Hill Caravan Park has a “ZERO” tolerance for this behaviour.

**SITE GUARANTEES** – Under NO conditions are any sites / cabins necessarily fixed. Management will make every possible attempt to hold requested sites/cabins but also reserves the right to move bookings to maximise the current booking demands

**RIGHT TO REFUSE ENTRY** – Management may refuse right to entry including accepting a booking. If payment has been made for a booking which is refused, a full refund will be given.