

# Terms and Conditions

## Lilydale Pine Hill Caravan Park

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

Full payment is due at time of booking.

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

2 or 3 (Public Holiday/Long weekend allows 4 days holiday) nights minimum booking applies. Full payment is due at the time of booking.

### **PAYMENT - GROUP BOOKINGS**

Groups of 10 or more cabins or sites require deposits of 1 night's tariff for each cabin and site, at time of booking. The remaining amount is due 7 days (1 weeks) prior to the arrival day.

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

Cancellations with more than 7days (1 weeks) notice will be refunded less an administration fee of \$25.

Cancellations with less than 7days (1 weeks) notice will not receive a refund.

There is no refund for early departures

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### **CANCELLATION - GROUP BOOKINGS**

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**FIRE & EMERGENCY EVACUATION AREAS** - In case of an emergency or fire, assembly areas are near to Information Centre, opp Workshop and opp Car Wash. Fire location maps can be found 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.

**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 10 meters 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** – Open 8am to 10.30pm. Please supervise young children at all times.

**RECYCLING** – Recycling depots are located around the park, please recycle appropriately.

**RUBBISH** – All rubbish must be wrapped and placed in external bins provided 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 and belongings at all times.

**Parking is at your own risk.** Be sure to thoroughly check your 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

**Credit Cards** – All credit card transactions (incl pay wave) will incur a fee including Amex 1.85% and Visa/MCard/Eftpos .6%. Payments via cheque or savings account incur no fees. Alternative methods of payment are available, please request information

**DAMAGE:** All guests shall be liable for any loss or damage to the appliances, furniture, keys, fixtures & all fittings on the accommodation (inside & out). Fair wear and tear excluded.

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 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