



Terms and Conditions

CHECK IN / CHECK OUT

1. Check in is from 12pm noon for campsites and 2pm for cabins (3pm during Peak Season).
2. If arriving after hours, please contact Park reception prior to closing time.
3. Check out is at 10am on the day of departure.
4. Return keys to reception or key box at entrance to reception.
5. Late check outs may be arranged, subject to availability and Park approval - a fee may apply.

VEHICLE ON SITE

6. Only one vehicle permitted per site/cabin
7. Car registration is required prior to arrival. No unregistered vehicles permitted.
8. Extra vehicle permitted subject to availability. Charges apply.
9. Visitor car parking is strictly for visitors only.

BOOM GATES

10. Entry & Exit to the caravan park requires a pin code
11. Only enter/exit once the boom gate is fully opened
12. Each vehicle must activate the boom gate from a fully closed position
13. Must not provide their remote/pin code to another person

PAYMENT - OFF PEAK BOOKINGS

14. Bookings require a deposit of 1 night's tariff to secure the booking.
15. Balance due 7 days prior to the arrival day.
16. Using a credit card? (full invoice payment required. No partial payments.)

PAYMENT - PEAK PERIOD Public Holidays/Long Weekends)

17. Minimum 2 nights or 3 nights apply.
18. Full payment is due at the time of booking.

PAYMENT - GROUP BOOKINGS

19. Groups include 10 or more cabins / sites
20. Deposit of 1 night's tariff for each cabin and/or site, at time of booking.
21. Balance payment required in full 14 days prior to check in.

PAYMENT OPTIONS

- 22. Primary options are Cash, Direct Credit, PayID
- 23. Accepted cards: VISA / MASTER CARD / AMEX (full invoice payment required. No partial payments.)

MAXIMUM STAY BOOKINGS

- 24. Stays up to 45 days are permitted
- 25. Re-booking can be made for a further 45 days after 21 days
- 26. Two 45 day stays permitted in any 6 months period.

BOOKINGS MUST BE MADE BY AN ADULT

- 27. Persons under 18 years must be accompanied by an adult.

NUMBER OF GUESTS

- 28. All camping and caravan site bookings include two people. At least one adult must be in each group. Extra adults and children are an additional cost. Maximum of four adults per site.
- 29. 1 BDR cabin bookings include two persons.
- 30. 2 BDR cabin bookings include 4 persons.
- 31. Extra adults and children will incur a fee.
- 32. A child is classified as aged 6-17 years. Children under six years are free.
- 33. Maximum cabin capacity applies depending on the cabin type, as advised by the park.

CAMP SITE AND CABIN GUARANTEES

- 34. We reserve the right to relocate your booked site and/or cabin to alternative sites and/or cabins to manage our business. While we make every effort to provide guests with the accommodation requested, there are occasions when relocation to another site or cabin is required. If this occurs, we will make every attempt to notify guests of the change before their arrival. We will aim to provide alternative accommodation that is of similar standard (cabin) or at a similar location (site).

BOOKINGS MADE VIA THIRD PARTY WEBSITES

- 35. All third-party booking websites have their own cancellation policies. If a booking is made via a third party, the conditions of that booking entity will be adhered to. Please note that these may be different from these terms and conditions.

CANCELLATION - OFF PEAK BOOKINGS

- 36. Cancellation more than 7days from check-in refund less admin fee \$25.
- 37. Cancellation with less than 7days from check-in will not receive a refund.
- 38. No refund for early departures.

CANCELLATION - PEAK PERIOD Public Holidays/Long Weekends)

- 39. Cancellation more than 7 days from check-in refund less 1 night's tariff.
- 40. Cancellation less than 7 days from check-in will not receive a refund.
- 41. No refund for early departures.

CANCELLATION - GROUP BOOKINGS

- 42. Cancellation more than 30 days from check-in refund less admin fee of \$25.
- 43. Cancellation less than 30 days from check-in will incur a fee of 1 night's tariff.
- 44. Cancellation less than 14 days from check in will not receive a refund.

NO SHOW

- 45. If you do not arrive for your scheduled check in date (unless prior arrangements have been made with the Park), your booking will be cancelled, and you will forfeit any amount paid for your booking.

CREDITS

- 46. Parks may offer credits in special circumstances at the Park's discretion. The Cancellation Policy applies.
- 47. Credits are valid and to be used within 12 months and must be used at the same park of booking.

FORCE MAJEURE CANCELLATION BY THE PARK

- 48. If a Force Majeure Event occurs, the Park may cancel or modify a booking where reasonably necessary to protect the safety of guests, staff, or property. The Park will provide notice of any cancellation or modification as soon as reasonably practicable.

Guest Remedies

- 49. Where a booking is cancelled due to a Force Majeure Event, the Park will offer one of the following remedies, at its discretion:
 - a. a credit equal to the amount paid, valid for a period of 12 months; or
 - b. a transfer of the booking to alternative dates (subject to availability).
- 50. Where required by Australian Consumer Law, a refund may be provided.

Limitation of Liability

- 51. To the extent permitted by law, the Park is not liable for any additional costs, losses, or expenses incurred by guests as a result of a Force Majeure Event or any resulting cancellation or modification of a booking.

FIRE & EMERGENCY EVACUATION AREAS

- 52. In an emergency or fire, assembly areas are:
 - a. Sec 1 opposite to Information Centre
 - b. Sec 2 Car Wash
 - c. Sec 3 Car Park
- 53. Fire location maps are in all cabins, amenities, camp kitchens / games room.

CAMP FIRES

- 54. No charcoal BBQ's or open fires allowed at sites or cabins.
- 55. Fire pits are located at designated common areas.
- 56. Fires will be extinguished at 10 pm.
- 57. No Fires on nominated high fire danger days.

ELECTRIC SCOOTERS / BIKES

- 58. We encourage young & old to ride in the park. Helmets must be worn.
- 59. Scooters / bikes can only be charged at E-Bike charging station.
- 60. No charging at sites or cabins.

ELECTRIC VEHICLES

- 61. Cannot be charged in the park.

PARK QUIET TIME

- 62. Noise restrictions apply from 10 pm to 8 am. We ask all guests to respect this.

SMOKING / VAPING POLICY

- 63. All buildings at Lilydale Pine Hill are non-smoking.
- 64. By law, it is prohibited to smoke within 10m of any public buildings or children's play area.
- 65. Anyone in breach of this condition will be required to leave the area.
- 66. Please do not drop butts in park grounds. Use receptacles provided or bins.

PETS

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

GAMES ROOM

- 70. Open 8 am to 10 pm. Supervise young children at all times.

RECYCLING

- 71. Recycle bins are located around the park. Please recycle appropriately.

RUBBISH

- 72. All rubbish must be wrapped and placed in bins for collection.

DUMP POINT

- 73. Chemical toilets must be emptied at DUMP POINT.
- 74. Do not dispose of canisters in amenities
- 75. No offensive water or liquid to be discharged on sites.

SPEED LIMIT

76. The speed limit around the park is strictly walking pace. Please be aware of young children playing in the park.

VISITORS

77. All visitors must report to the office on arrival.
78. Park guests are responsible for their visitors at all times.
79. Visitor parking is available at entrance to Park. Parking within the Park is at discretion of manager.
80. Visitors must depart the park by 10 pm. Late stay fees apply.

Personal belongings

81. No responsibility for the loss or damage of personal items.
82. Remember to lock your vehicle & remove any valuables.
83. Lilydale Pine Hill Caravan Park accepts no liability.

ALCOHOL & ILLICIT DRUGS

84. Open alcohol is only permitted at guest site, cabin or common areas
85. Open alcohol is not permitted whilst moving around the park.

CLEANING AND DAMAGE

86. Cabins must be left in a tidy manner and facilities in working order.
87. Dishes to be cleaned, dried, and returned to appropriate cupboards or drawers.
88. If cabins are left excessively dirty, dishes unwashed or there is damage to the cabin, a fee of \$50/hr will be charged to your credit card commensurate to the extra time required to clean or repair the damage.
89. Our cabins are non-smoking. If guests have been found to have smoked in the cabins, a fee of \$50/hr will be charged to your credit card for cleaning to remove the smell and a fee of 1 night tariff will apply for any lost time because of being unable to book the cabin due to the smell.
90. 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

91. Any offensive, physical or verbal abuse or aggressive behaviour towards other guests or staff will not be tolerated.
92. Your booking will be immediately terminated and you will be asked to leave without a refund.
93. The Lilydale Pine Hill Caravan Park has a "ZERO" tolerance for this behaviour.

RIGHT TO REFUSE ENTRY

94. 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.