

Terms & Conditions

General Terms & Conditions

- Bookings are confirmed with a deposit of one night's accommodation. (Please note that if the booking is for one night only – full payment is required).
- Security deposits on bookings cancelled 7 days or more prior to the arrival date will be refunded, less a \$25 cancellation fee.
- Theft and/or damage to property will be reasonably reimbursed by Lilydale Pine Hill Caravan Park.
- Bookings cancelled less than 7 days prior to arrival, the 1st night's tariff will not be returned.
- Balance of Tariff is due at time of arrival.
- No refund will be given after arrival/check-in (i.e. No refund for early departures).
- Persons under 18 years of age must be accompanied by a parent or guardian.
- Security deposits and pre-paid tariffs can be paid over the phone with a Visa or MasterCard.
- Cheques are not accepted on arrival.
- We do not permit excessive noise or music after 10.00pm.
- Check out time is strictly 10am.
- Allocation of any particular site is not guaranteed.

Group Bookings

- Bookings for a group (10 or more bookings), 1 nights Tariff is required per Cabin / Site. This deposit is non-refundable for cancellations within one month of the arrival date. Any cancellation more than one month prior to the arrival date will incur a \$25 administration fee per site and all remaining amounts will be refunded.

Long Weekends

- Long weekends – 2 night minimum.
- A security deposit equal to two night's accommodation is payable at the time of booking.
- If there is still a remaining balance of Tariff, this is due at time of arrival.
- Security deposits on bookings cancelled 7 days or more prior to the arrival date will be refunded, less a \$25 cancellation fee.
- Bookings cancelled less than 7 days prior to arrival, the 2 night's tariff will not be returned.
- The Tariff will only be refunded if the cabin or site is fully re-let for the period of your stay (Less \$25.00 admin fee).

Our Pets Policy

Our park is pet friendly and any visit by you and your pet is subject to the following conditions:

- Your pet must be kept on a leash at all times when on park property.
- Any disturbances such as barking must be kept to an absolute minimum to ensure that other guests are not inconvenienced.
- You are responsible for cleaning up after your pet.
- With the exception of guide dogs, all other pets are not allowed in any of our accommodation or facilities such as Amenities, Playground and Laundry.
- You agree to be responsible for all property damages and/or personal injuries resulting from your pet. You further agree to indemnify and hold harmless Lilydale Caravan Park Pty Ltd and its entities, its owners and operators, from all liability and damage suffered as a result of your pet.
- Pets are not allowed inside any of the cabins at any time.
- Any evidence of pets inside cabins will incur an additional cleaning fee of \$100.00.