

# Terms & Conditions

## General Terms & Conditions

- Confirm booking with a deposit of one night's accommodation.  
**\*\*Note\*\*** if booking is for one night only – full payment is required.
- Security deposit on bookings cancelled up to 7 days prior to arrival will be refunded, less \$25 administration fee.
- Security deposit on bookings cancelled less than 7 days prior to arrival will not be refunded.
- Balance of Tariff is on 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 by phone or card.
- 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.
- One vehicle ONLY to be located on site. Additional vehicles can be allocated a parking space for \$5.00 per day.
- Rates are subject to change in line with CPI.

## Group Bookings

- Bookings for a group (10 or more bookings) require 1 nights Tariff to be paid per Cabin / Site. Deposit is non-refundable for cancellations within one month of the arrival. Cancellation of 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.
- Balance of Tariff is due on arrival.
- Security deposits on bookings cancelled up to 7 days prior to the arrival will be refunded, less \$25 administration fee.
- Security deposit on bookings cancelled less than 7 days prior to arrival will not be refunded.
- 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 disturbed.
- 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 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 only allowed inside designated Pet Friendly Cabins ONLY. A security bond of \$200 is payable on check-in. Please ring our reception on (03) 9735 4577 for more information.
- Any evidence of pets inside Non Pet Friendly Cabins will incur an additional cleaning fee of \$100.00.