

## Booking Terms and Conditions



### **Booking Confirmation**

Following your booking and payment you will receive a receipt confirming your booking via email. Cancellation fees apply and bookings may only be transferred to an alternative date at the park's discretion.

Full payment is required at the time of booking.

### **Conditions of Booking**

We reserve the right to decline or terminate the booking of any guest(s) whose behaviour interferes with the general comfort of other guests. In this event no refunds will be made.

### **Refunds and Cancellations**

Booking alterations or cancellations must be arranged more than 14 days prior to your scheduled arrival. Where cancellations are received more than 14 days prior to your scheduled arrival, a \$50 cancellation fee shall apply in every circumstance. Where a cancellation is received less than 14 days prior to your scheduled arrival, **no refunds shall apply in any circumstance.**

Your booking is made for a set time and once confirmed, any change will result in liability for payment of the entirety of your booking unless cancellation has been made in accordance with this policy.

If you do not arrive for your booking as scheduled and do not make contact with our office to advise by 12pm the next day you will automatically forfeit your booking and it could possibly be re-booked.

If you are not coming or you are going to be late you **must** advise our office as soon as possible.

No refunds are provided for early departures or late arrivals in any circumstance.

### **Changes to your booking**

After you have paid for your booking you may wish to change some elements of your stay, e.g. type of accommodation or duration of stay. We will try to meet your request however no guarantee is offered due to other pre-existing bookings or planned maintenance of facilities. Park management reserves the right to relocate existing bookings at their discretion.

We cannot accept responsibility or compensation for park closure circumstances beyond our control including (but not limited to); natural disasters, fire, flood, temporary closure in part or full of amenities, bad weather or other unforeseen circumstances. Customers whose bookings are affected by park closure due to threat of bushfire or flood will be contacted to make alternative arrangements.

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your stay. If such a change is necessary, we will endeavour to advise you via phone or in writing as soon as possible to make alternative arrangements.

### **Pets**

**Pets are only permitted during off peak times.**

No pets are allowed during peak times (school holidays or long weekends).

Pets are not permitted in any of the park facilities.

Pets must always be on a lead and are not to be left unattended.

Pet owners are responsible for picking up after their pets using the doggy bags provided.

Should a pet be deemed by the park manager to be causing annoyance to other guests the owner will be notified, if there is no improvement in behaviour, the guest will be asked to leave the park and will result in liability for payment of the entirety of your booking (no refunds).

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### Children

Children always remain the responsibility of their parents or guardians. It is particularly important that you always know where your children are, and that you always provide supervision for them.

### Liability

Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The person who made the booking will be responsible for and charged for any damage/loss caused by themselves or their party to the site or to any park facility or other guests' property.

Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Pemberton Caravan Park nor its staff will not be liable for the loss, theft, or damage of any property nor for any injury, accident or mishap to any person in the park.

Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

### Park Rules

The person completing the booking is responsible for the conduct of their party, it is your responsibility to read the park rules and abide by them at all times. Not reading the rules is not an excuse for infringement. Confirmation of booking infers that you and all members of your party will abide by park rules. Failure to abide by park rules may lead to termination of your booking and being asked to leave the park immediately and loss of the booking without refund. Pemberton Caravan Park reserves the right to ban individuals from future use of the park.

- Check-in times are from **2pm**. Check out is by **10am** on day of departure.
- Speed limit is 8 kms (walking pace). Standard road rules & driving regulations apply within the Park. Please be aware these are shared roads (pedestrians/bikes/wildlife).
- The quite peaceful enjoyment of the Park and its facilities by all guests is important to us. Please assist by restricting noise from radios, television, and social gatherings between the hours of **10.00pm and 7.00am**.
- Smoking is not permitted inside park facilities.
- Any person/s, in the opinion of the Park Manager, who is drunk, disorderly, and abusive in any way or blatantly disregards Park Guidelines, may be evicted from the Park immediately.
- Open fires are only permitted during certain times of the year.
- A maximum of 1 tent/caravan/camper trailer & 1 car per site with a maximum of 6 occupants per site (including paid overnight visitors).
- All guests & visitors should be aware of the possibility of falling trees & branches, especially during bad weather.

### Data Protection

The information taken at time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.