

BOOKINGS TERMS AND CONDITIONS POLICY

1. INTRODUCTION

MICAYLEY Pty Ltd as the owners of the Clare Valley Caravan Park (CVCP) confirm that there will be increased visitation and improved reputation for this site and significant expenditure on facility and infrastructure upgrades will be made. The Clare Valley Caravan Park will strive to be a well sought after destination amongst the touring demographic and the owners need to ensure the continued financial viability of the premises. Outlined within this document are the Caravan Park Rules, which guests are encouraged to abide by at all times whilst on site.

2. POLICY OBJECTIVE The policy aims to provide the Caravan Park Managers a structure for receiving bookings, taking payments and dealing with cancellations. The policy should ensure a significant amount of financial stability and retained revenue which can often diminish as a result of guests not honoring their scheduled bookings. The policy also aims to provide guests with an overview of their responsibilities and obligations whilst a guest at the Park.

3. SCOPE This policy applies to the Caravan Park Managers, the acting Caravan Park Managers from time to time, as well as visiting guests to the Park.

4. POLICY CONTENT This policy is noted under the terms and conditions under which a booking is accepted. Guests are reminded that by placing a booking they agree to abide by the terms and conditions as published herein.

5. TERMS & CONDITIONS

- Site Check In is from 12noon. Guests acknowledge as per the Booking Text Message confirmation and our Terms and Conditions that the Park does not permit check ins after 6pm and management reserves the right to deny entry and monies paid for your site will be forfeited.
- Cabin Check In is from 2pm and subject to prior arrangement and full payment being made late check in may be permitted.
- All park Check Outs are 10am.
- No refunds will be given for early departures.
- Smoking is not permitted in cabins – minimum \$350 fee applies.
- Smoking is permitted on powered and unpowered sites subject to patrons being mindful of their neighbouring campers and ensuring cigarette butts are extinguished and disposed of in the bins safely.
- Please leave cabins in a tidy state with dishes washed and dried.
- Air conditioners (AC's) are not to be left running in the Cabins when they are not occupied. Management reserve the right to enter the cabin to switch the AC off if it is found to be running.
- Any damage to any property or excess cleaning will be charged accordingly to the credit card provided at check in.
- Electric Vehicles must be disclosed at Check In. An additional powered site fee will be charged for charging of any electric vehicle on the premises.
- As a guest you agree to indemnify the CVCP in respect of any incident however arising, involving yourself, or your booking party which may result in injury, damage or loss to you or another person.

CVCP management, staff or agents ('we') reserve the right to, at any time;

- Move a guest to another site in the Park.
- Revoke a booking, at any time, without assigning any reason.
- Guests are liable for all damages, breakages or losses to any property of the Park caused by negligence or improper use.

- All reasonable cost of repairs/replacement shall be borne by the guest.
- We accept no responsibility whatsoever for caravans and or vehicles and their contents whilst they remain in the Park.
- By staying with us, you agree to these terms and conditions and any penalties that are incurred.

6. PARK RULES

- Please adhere to the 5km/h Speed Limit.
- All SA Road Rules apply to vehicles entering and existing the Park.
- Quiet time is 10pm – please be considerate of other guests.
- The camp kitchen closes at 10pm. All patrons using the camp kitchen and facilities are required to leave the shared areas clean at all times.
- Please ensure the lights and TV at camp kitchen are turned off at night.
- Please ensure the lights in the laundry are turned off at night.
- Fires are not permitted in personal campsites, only at communal camp fire area during permissible seasons.
- All visitors of Park Guests must check into the office prior to entering the Property.
- Only Park Guests are permitted in Cabins unless prior arrangements are made for visitors to the Park.
- CVCP reserve all rights to refuse entry into the Park.

7. PAYMENTS CVCP reserve all rights to request a deposit and or full payment upon making a booking and prior to arrival. 'Peak periods' include Major regional events such as Clare Valley SCA Gourmet Week, Clare Races, Long Weekends and the period 26 December – 30 June & 1 October – 30 November. These periods may attract special revised Park rates. Guests may be required to pay the full amount of accommodation at least 14 business days prior to arrival during these periods. Payment can be made via EFTPOS or Electronic Funds Transfer (EFT).

8. CANCELLATIONS CVCP understands guest circumstances can change and bookings may need to be cancelled or altered. Refunds once on site will not be permitted. Refunds of deposits/payments paid during 'peak periods' will not be provided. Alterations/changes to booked dates in peak periods will be subject to availability. Cancellation outside of peak periods, a park credit will be provided subject to providing 7 days notice, which must be used within 12 months from the date of cancellation. Guests acknowledge and agree that by making a booking with us, they assume full responsibility of our cancellation policy when making a booking and making full payment prior to their stay.

9. PETS

- No pets are allowed in buildings including, camp kitchen, laundry and amenities blocks.
- Pet owners are liable for any damages their pets may cause.
- Owners must clean up after their pets - \$150 fee is applicable for failing to adhere to this rule.
- Excessive barking will not be tolerated and may result in an early departure.
- Pets are not to be left at the camp site on their own unsupervised.
- Strictly no pets allowed inside cabins – a minimum fine of \$200 will apply if pets (or evidence of) are found inside Park Buildings including cabins.
- Pet Friendly Cabins may be available subject to a pet application including a photo being sent to management prior to booking and subject to availability of Pet Friendly Cabins.
- Pets are required to be contained within your site and on a lead within Park grounds at all times.
- No pet bedding to be washed in Park washing machines or sinks – on the spot fine of \$250 will apply.
- As a pet owner, you are fully responsible for the actions of your pet and you agree to indemnify the CVCP in respect of any incident however arising, involving your pet which results in injury, damage or loss to another person.