

Welcome! We wish all guests an enjoyable and relaxing stay.



General Information

Operating Hours:

Monday – Sunday 10am – 5pm

Site Check-In: 12pm

Site Check-Out: 10am

After Hours Check Ins - Sites

After hours check ins are not permitted for sites in our Park. A 'late' check in between 5pm – 6pm can be requested. All sites must be onsite to set up by 6pm. Another guest cannot check in for you. This is to keep the peace and tranquillity within our Park for everyone surrounding you. This is a compulsory requirement of staying in our Park and is not flexible.

Cabin Check-In: 2pm

Cabin Check-Out: 10am

After Hours Check Ins - Cabins

After hours check ins can be arranged for Cabin bookings only by providing notice to our office no later than 2pm on the day of your arrival. After hours instructions will then be sent to you.

After Hours Assistance

For emergencies requiring police, ambulance, or fires please call 000. For emergencies within the property please call the park mobile 0473 619 044.

Speed Limit

All roads within the property are shared, therefore the speed limit is 5km/h. Please adhere to this at all times.

Quiet Time

Please observe a quiet period between the hours of 10pm – 8am.

Evacuation Points

Please familiarise yourself with the Park Evacuation points and please follow staff instructions in the event of an emergency.

Vehicles

One vehicle is permitted per cabin or site. All other vehicles are to be parked outside of the property on Wakefield Road.

Fires

Fires are not permitted on individual camp sites or cabins. A Fire is permitted in the communal fire pit area during permissible seasons only.

Visitors

Visitors must check in at Reception and park on Wakefield Road. If reception is un-attended please call the mobile number as directed on the office door. Visitors are to vacate the park by 10pm.

Wi-Fi

The Park does not have Wi-Fi available for guests. There is however great mobile telecommunication coverage in the area for hot spotting your mobile device to necessary personal equipment.

Grass Sites

No mats / ground covers larger than a door entrance mat are permitted on our grass sites. If you would like to put an awning mat down, including an annex floor, please request a gravel site at the time of booking.

Powered Sites Power Use

All caravan / campervan / tent / site power leads connected to our power outlets must be 15 AMP tested and tagged. The use of double adapters are not permitted.

Electric Vehicles

Electric Vehicles (EV) must be disclosed at time of booking and on check in. You will be liable for any damage caused to Park infrastructure as a result of an EV being plugged into an unapproved power socket. An additional powered site fee will be charged for charging an EV onsite. A designated charging point will be provided at time of booking.

Pets

Dogs cannot be left unattended. If management are required to call you to come back to site for your pet you may forfeit the rest of your stay. Up to 2 dogs per site only. Dogs must be kept on a leash. Owners must pick up and dispose of their dogs waste. Dogs are not permitted in park buildings or cabins unless otherwise approved. Excessive barking will not be tolerated and may result in an early departure. No pet bedding is to be washed within laundry facilities (on the spot fine of \$250 will apply). Dog owners are fully responsible for the actions of their pet and agree to indemnify the Clare Valley Caravan Park in respect of any incident arising involving your pet which results in injury, damage or loss to another person or property.

Pets in Cabins

Pet Friendly cabins are available subject to an Application. An additional charge per night will apply if approved. Limit of 1 pet per cabin only. Un-Approved Pets are not permitted in cabins. A minimum fine of \$250 will apply if un-approved pets (or evidence of) are found inside park buildings including cabins.

Cabin Etiquette

Please adhere to the check out instructions located inside each cabin, additional charges may apply should this checklist not be followed. Air conditioning units are not to be left running when the cabin is not occupied. Management reserves the right to enter the cabin during your stay if any conditions of stay are breached.

Linen

Fresh linen is provided to cabins every 7 days. Linen changes outside of this can be arranged with Park management and charges apply.

Supervision

Children are to be supervised at all times, including in amenity blocks and camp kitchen.

Bikes & Scooters

Bikes and scooters are permitted in the property. Helmets MUST be worn at all times. Please do not ride within the park during 'Quiet Time'.

Lost Property

Will be kept for 2 months and items requiring postage will be at the guests expense including an administration fee.

Rubbish

Please use the Park rubbish bins located around the Park and separate your bottles and cans into the crates provided.

Smoking

Smoking is not permitted in the cabins, in or near any common areas/facilities, entrances/exits. Cigarettes are to be disposed of in the rubbish bins provided safely. Penalties will apply. Please be mindful of your fellow guests around you whilst smoking.

Facilities

Amenities Block

Open 24 hours a day and are cleaned by staff on a daily basis. Please be considerate of your fellow guests and ensure that you use the facilities with respect.

BBQ Area

The BBQ is located beside the camp kitchen building and is for all guests to use. Please ensure that you clean the BBQ after your use as to not disappoint the next guest wanting to use it.

Camp Kitchen

Closes at 10pm and is cleaned by staff on a daily basis. Please be mindful of your fellow guests and ensure that you use the facilities with respect and clean up after your own use. Please ensure TV, lights and fan are switched OFF after you leave the building.

Dump Point

The dump point is located at the Northern end of the Amenity Block. Please do not empty your waste in the amenity block and use the dump point provided.

Laundry

Commercial laundries are located on the eastern side of the amenity block and are available for use 24 hours a day. Machines are coin operated, please follow instructions on signage in the laundry. Clothes lines are available on the northern and western ends of the amenity block.

Fun Stuff in Leasingham

Riesling Trail

The Leasingham entry point for the trail is located 500m from our Park. Go right when heading out of the Park driveway heading west, stay on the bitumen of Wakefield Road until you see the Leasingham rail sign.

Claymore Wines Cellar Door

Be sure to pop next door to our neighbouring winery cellar door. Many of their labels are inspired by either football or some of the greatest music of modern time. The Claymore team shares a passion for the fun side of wine! Platters available, and pet friendly!

O'Leary Walker Winery, Cellar Door & Restaurant

A short 5 minute walk via the highway, or 15 minutes via the Riesling Trail you can find yourself at this award winning cellar door which encompasses stunning views across the Clare Valley. Platters available, pet friendly, restaurant lunch bookings essential.

Clare Valley Things to See & Do

Recommendations are provided to our guests on check in and are also available on the wall in the Camp Kitchen. Take a photo on your phone so you have all the information handy!

Payment terms

Deposits

A non refundable 1 night deposit will be required to confirm your booking.

Special Events, Long Weekends & Peak Periods

Events such as the Clare Valley Gourmet Festival, Clare Races, Clare Marathon, Clare Rodeo, Long Weekends and peak periods may attract revised rates which are subject to change without notice, as well as minimum stay requirements. Peak periods are 26 December – 30 June & 1 October – 30 November.

Balance of Payments

We reserve the right to request balance of payments at any time.

Surcharges

Payments made by EFTPOS/Credit Card will incur a transaction fee reflecting charges incurred by the business for card payments. Fees are subject to change. Payments made by cash or Direct Deposit do not incur transaction fees.

Cancellations

We understand that circumstances change and recommend that our guest take out travel insurance prior to booking with us. Refunds will not be provided. No refund/credit will be provided once onsite. Bookings cancelled within 7 days all funds paid will be forfeited. Bookings cancelled outside of 7 days, a park credit will be honoured subject to providing change in dates. Only 1 change in date permitted. Guests acknowledge and assume full responsibility of these terms when making a booking and payment prior to their stay with us.

Indemnity & Guarantee

Clare Valley Caravan Park takes no responsibility or liability for the loss of items, personal injury, or damage within the property. Management also reserves the right to; Refuse entry into the Park, Relocate any guest, Revoke a booking, Ask you to leave, Charge you for property damages caused by you or your visitor. Please take the time to familiarise yourself with these booking terms and conditions. These terms and conditions apply to guests and visitors of the Clare Valley Caravan Park and by staying with us you agree to these terms and conditions and any penalties, fees or charges that may be incurred.

The following are NOT ALLOWED under any circumstances and may result in an early departure;

- * Illegal drug use
- * Excessive use of alcohol
- * Undue mess around site
- * L Plate drivers
- * Act of violence or abuse
- * Unregistered overnight guests (including undeclared children)
- * Smoking in buildings
- * Unregistered Vehicles
- * Undue Noise
- * Excessive barking
- * Antisocial behaviour