



## Terms and Conditions

### Rates

#### *Cabins / Sites*

All rates quoted are for two adults and two children.

Cabins are restricted to the maximum cabin occupancy for each cabin type.

Sites are restricted to a maximum of six persons per site.

Extra persons incur an additional nightly charge of:

- \$10.00 per adult (15+ years).
- \$5.00 per child (4-14 years).

A deposit of 50% of the total booking amount will be payable at the time of booking with the remainder due at check in.

Cabins and sites are to be left in a clean and tidy manner. Additional fees will be charged for any undue cleaning and/or repairs.

Pets are welcome on our sites at no additional charge. Unfortunately, pets are not allowed in our cabins, unless they are an Accredited Assistance Dog. You may be asked to provide documentation showing the Assistance Dog is qualified, accredited, and serving the person they are with. Please advise at the time of booking if you are bringing a pet. You will be required to complete a Pet Friendly Policy Agreement on arrival.

Whilst special requests are taken into consideration at the time of booking, we are unable to guarantee any such requests. Upon check-in, you will be allocated the most appropriate cabin/site, taking into account any special requests you may have.

If you are having any additional overnight guests during your stay, you must advise reception as soon as possible. Additional charges will apply and must be paid in advance of their stay.

Our current rates include one vehicle only. The vehicle must remain within the allocated site. Parking elsewhere in the Park is prohibited. If you are bringing an extra vehicle, parking is available out the front of the Park at no charge, subject to availability.

**\* ELECTRIC VEHICLE CHARGING ON THE PROPERTY IS STRICTLY PROHIBITED \***



## Responsibilities

Guests, members of their family or household and their guests, agents and visitors (hereinafter called the “guest”) shall not use their site for any purpose that may be illegal or damaging to the reputation of Erica Caravan Park or their agents (hereinafter called the “Park”) or occupiers of other sites, or which may interfere with the peaceful enjoyment of another site by its occupiers, or which may interfere with the general management of the Park.

The person whose name appears on the official receipt is deemed to be the guest and is responsible for the conduct of all members of their party and their visitors.

The Park reserves the right to refuse a booking at any time from any person:

- Reasonably believed to not be the person named on the booking request.
- Reasonably believed to not be the person named on the credit card or not be authorised to use the card.
- Reasonably believed to not be able to pay for any charges.
- Who may cause damage to the property of either the park or other guests.
- Who may exhibit socially unacceptable behaviour.
- Who may be younger than 18 years old and not accompanied by a responsible person over that age.
- Who may be concealing an unauthorised pet or other unauthorised animal.

We reserve the right to remove guests from the Park who are deemed by management to be behaving in a socially unacceptable way, causing damage, disturbing other guests, using unacceptable language or otherwise breaking Park rules. No refund will be given and charges will apply for any damage caused.

The Park is not liable for the loss, destruction or damage of property brought to the premises by, or on behalf of our guests, unless such property has been lost, damaged or destroyed due to some negligence or deliberate or reckless act or default of the Park or an employee.

Guests staying at the Park take full responsibility for any damage and/or breakages incurred during their stay. The Park takes no responsibility for any lost or stolen item from accommodation or vehicles and suggests guests securely lock their accommodation and/or vehicle when unoccupied.



## Cancellations

Cancellations made less than 72 hours prior to the scheduled check in date will result in forfeiture of the deposit amount, being 50% of the total booking value.

Cancellations made between seven days and 72 hours prior to the scheduled check in date will incur an administrative fee of \$10.00. The balance of the deposit will be refunded to the guest.

Cancellations made more than seven days prior to the scheduled check in date will incur no charge.

All “No shows” will result in a charge equal to 100% of the total booking amount. No refund will be issued.

Guests who depart earlier than their original departure date will not be entitled to any refund. This includes for change of mind, bad weather, personal reasons or if guests are asked to leave by Park management.

If after arrival guests are dissatisfied with any aspect of their accommodation and decide to terminate their stay, the amount refunded, if any, will be at the discretion of the Park.

## Pets

Pets are welcome on our sites at no additional charge. Unfortunately, pets are not allowed in our cabins, unless they are an Accredited Assistance Dog. You may be asked to provide documentation showing the Assistance Dog is qualified, accredited, and serving the person they are with. Please advise at the time of booking if you are bringing a pet. You will be required to complete a Pet Friendly Policy Agreement on arrival.

The person in charge of the pet must ensure:

- The pet must be restrained at all times.
- The pet is not to be left unattended at any time.
- The pet must be cleaned up after.

Any dangerous or nuisance pets may result in the booking being cancelled and the guests being removed from the Park.



## Amenities

Amenities are for the use of guests of the Park. Laundry facilities (washers and dryers) are available to be used by guests of the Park and accept \$1.00 and \$2.00 coins only.

Please leave the amenities and laundry as you would expect to find them.

## Noise

Quiet time is between 10:30pm and 7:30am. Consider your neighbours by keeping the volume down on radios, televisions and social gatherings. Excessive noise or abusive language will not be tolerated and can result in guests or visitors being asked to leave the Park immediately.

Noise should be kept to a minimum when a guest or their visitors are entering or leaving the park after 10:30pm or before 7:30am.

## Rubbish

All rubbish must be placed in the bins provided.

In the interests of hygiene and to minimise offensive odours, all domestic rubbish must be wrapped or bagged before being placed in the bins.

Recyclable materials should be placed in the designated recycling bins. Please note the signs that indicate the materials which are suitable to be placed in the recycling bins.