

TERMS & CONDITIONS - SITES

CHECK-IN INFORMATION:

Check-in time is between 11:30am and 6pm.

For early or late arrivals please advise us at time of booking, if possible, we will make alternate arrangements.

CHECK-OUT INFORMATION:

Check-out is strictly 10am.

ON ARRIVAL

Outstanding balance must be paid on arrival, we accept cash, Eftpos, Visa or MasterCard.

DURING YOUR STAY

Please abide by the following terms to avoid being removed from Crystal Creek Caravan Park. Occupants or any person present in the caravan park at the invitation of the occupant, are responsible for any damage caused by themselves or said invited persons.

MANAGEMENT RESERVE THE RIGHT TO TERMINATE OCCUPANCY AT ONE HOUR'S NOTICE, FOR IMPROPER BEHAVIOUR.

*State law requires all persons must register at office on arrival before proceeding into the caravan park.

*All guests must register at office and are permitted in the park from 9am until 9pm.

*Occupants must not create noise which is offensive to neighbours or other guests in the caravan park. Loud noise will not be tolerated especially between the hours of 10pm-8am and during the arrival and departure time of occupancy. If other guests or neighbours are disturbed, you may be liable to refund accommodation fees to guests whose stay has been disrupted by excessive noise from your group.

*Guests must abide by noise abatement conditions, standards and orders issued by staff or police or any regulatory authority to minimize impacts upon residential amenity of neighbours, other guests and local community.

*No smoking indoors (Fee of \$150 applies).

*No cigarette litter on grounds of premises.

*Guests must not leave excess rubbish in public or common areas. There is a large bin provided, next to the amenities block, please refer to the park map for location.

*No guest or visitor is to disturb the natural environment. Pets are allowed (conditions apply).

*Bikes and scooters may be used if a helmet is worn and in designated areas only. Unregistered vehicles cannot be ridden around the park.

BOOKING TERMS

*Tariffs are correct at time of printing and are subject to change without notice. All tariffs quoted are based on 2 adults and on a nightly rate unless specified.

*Minimum nights may apply to long weekends, high season and New Year's rates.

* Children 5 and under are free of charge.

*Children between the ages of 5-17 years are charged at \$8 per night per child. Extra adults are charged at \$10 per night per person.

* 1 night deposit required at time of booking for bookings more than 1 month away. For bookings less than 30 days away full payment is required.

*All tariffs quoted are inclusive of 10% GST.

CANCELLATION POLICY

*Refunds are not available for any early check outs/unused part of your booking.

*In the instance of a "no show", refunds will not be issued.

*Refunds will be issued, for all bookings cancelled more than 7 days prior to your arrival less a \$30 administration fee.

*Refunds will not be issued, for all bookings cancelled less than 7 days prior to your arrival, unless the accommodation has been resold. In this case the deposit will be refunded less a \$30.00 administration fee.

CABIN TERMS & CONDITIONS

CHECK-IN INFORMATION:

Check-in time is between 2pm and 6pm.

For early or late arrivals please advise us at time of booking, if possible we will make alternate arrangements.

CHECK-OUT INFORMATION:

Check-out is strictly 10am. Late check-out may incur a fee of \$20 per hour.

PRIOR TO ARRIVAL

All bookings are not confirmed until a deposit is paid via a credit card (Visa or MasterCard is accepted) by calling the office on (07)4770 8274 or emailing our office (bookings@crystalcreekcaravanpark.com.au) to see if alternative arrangements can be made.

ON ARRIVAL

Outstanding balance must be paid on arrival, we accept cash, Eftpos, Visa or MasterCard.

For security reasons we must have a visa or MasterCard number kept on file for the duration of your stay and an Authority to Accommodation Provider to Charge Credit Card Form completed and signed.

Please contact the main office of Crystal Creek Caravan Park immediately on (07)4770 8274 if you find anything out of order with your accommodation which may affect your signed

Authority Form.

The booking may be terminated by management, with no refund, if persons other than those who have made the booking arrive to check-in.

DURING YOUR STAY

Please abide by the following terms to avoid being removed from Crystal Creek Caravan Park. Occupants or any person present in the caravan park at the invitation of the occupant, are responsible for any damage caused by themselves or said invited persons.

MANAGEMENT RESERVE THE RIGHT TO TERMINATE OCCUPANCY AT ONE HOUR'S NOTICE, FOR IMPROPER BEHAVIOUR.

*State law requires all persons must register at office on arrival before proceeding into the caravan park.

*All cabin guests must register at office and are permitted in the park from 9am until 9pm.

*Occupants must not create noise which is offensive to neighbours or other guests in the caravan park. Loud noise will not be tolerated especially between the hours of 10pm-8am and during the arrival and departure time of occupancy. If other guests or neighbours are disturbed, you may be liable to refund accommodation fees to guests whose stay has been disrupted by excessive noise from your group.

*Guests must abide by noise abatement conditions, standards and orders issued by staff or police or any regulatory authority to minimize impacts upon residential amenity of neighbours, other guests and local community.

*No smoking indoors (Fee of \$150 applies).

*No cigarette litter on grounds of premises.

*Guests must not leave excess rubbish in public or common areas. There is a large bin provided, next to the amenities block, please refer to the park map for location.

*No guest or visitor is to disturb the natural environment. Pets are only allowed for powered/unpowered site bookings and pet-friendly cabins (Conditions apply).

*Bikes and scooters may be used if a helmet is worn and in designated areas only. Unregistered vehicles cannot be ridden around the park.

LICENCE NOT A TENANCY

Guests are granted a limited permission to occupy the cabin for holiday purposes. This is not a residential tenancy agreement under the residential tenancy legislation. Failure to comply with the guests obligations in the terms and conditions may result in termination of permission to occupy the cabin and eviction.

BOOKING TERMS

*Tariffs are correct at time of printing and are subject to change without notice. All tariffs quoted are based on 2 adults and on a nightly rate unless specified.

*Minimum nights may apply to long weekends, high season and New Year's rates.

*Infants 3 and under are free of charge.

*Children are considered between the ages of 5-17 years.

*Cabins have a maximum number of guests allowed. Either a maximum of 3 or 6 adults is allowed depending on the cabin size.

*Children under 9 and adults are not recommended to sleep on the top bunks.

*Please note towels provided are for cabin use only, please BYO pool towels.

* 1 night deposit required at time of booking for bookings more than 1 month away. For bookings less than 30

days away full payment is required.

*Late check-out may incur a fee of \$20 per hour.

*All tariffs quoted are inclusive of 10% GST.

CANCELLATION POLICY

*Refunds are not available for any early checkouts/unused part of your booking.

*In the instance of a "no show", refunds will not be issued.

*Refunds will be issued, for all bookings cancelled more than 7 days prior to your arrival less a \$30 administration fee.

*Refunds will not be issued, for all bookings cancelled less than 7 days prior to your arrival, unless the accommodation has been resold. In this case the deposit will be refunded less a \$30.00 administration fee.