

Booking Terms & Conditions.

When you confirm your reservation, you accept these booking terms and conditions and agree to abide by our Booking Terms.

- To the maximum extent permitted by law guests stay at their own risk.
- In general, the tariff quoted is current at the time of booking and is inclusive of GST.
- Reservations are not permitted by or on behalf of persons less than 18 years of age and unaccompanied minors will not be accepted as guests in the park.
- Guests must visit reception on arrival and provide booking details, confirm the number of people in their party and any other information required by our customer service team.
- Specific site requests can be made at time of reservation but are not guaranteed. Park management reserves the right to reallocate guests to an equal or higher accommodation category at their discretion at any time prior to arrival and without notice.
- Management accepts no responsibility for any loss, theft or damage that may occur to an occupant's personal property whilst on the Camping Reserve.

Caravan sites and camping site bookings

- Caravans are only permitted to stay on short term sites; they are not permitted to stay on camping sites.
- Guests must advise the dimensions of their moveable dwelling and associated structures at the time of reservation. Campground management reserves the right to cancel any booking and deny entry if dimensions have been understated.
- Caravan/Camping Site tariffs quoted are based on the number and type of guests for the specified time, base inclusions, and duration. Any changes may result in an increase to the tariff, and you agree to pay any increase at the time of change.
- The Schedule of Fees & Charges is a guide only. The Managers discretion applies & rates may be altered without notice.
- Sites can accommodate up to a maximum of 1 van and up to 5 occupants.

Pet Policy

- Pets are not allowed in the Camping Reserve.
- Registered assistance animals are welcome at all of our sites. Please tell us when booking if an assistance animal will accompany you.

Arrivals and departures

- Check-in time is from 12:00pm on the day of arrival.
- Caravan and camping sites can be occupied from 12:00pm on the day of arrival.
- Check-out time for all bookings is by 10:00am on the day of departure.
- Additional fees apply for early check-in and/or late check-out (subject to availability).
- Sites must be occupied and not left unattended for more than 36/48 hours.

Amenities

- All amenities are closed during cleaning from 10am to 12pm daily. During the swimming season & during periods of high occupation cleaning will also occur from 10pm to 12.00am.
- The hours of operation of the amenities block are restricted from 7am to 10 pm.
- Coin operated washing machines & dryers are provided in the communal laundry.
- A camp kitchen with a fridge, microwave, an electric toaster as well as an electric kettle is provided for campers.

Payment and Deposits

- All reservations require payment in full, unless prior to 90days of arrival which require a deposit to be paid at the time of booking. Any reservations held without a valid deposit are subject to cancellation without notification.
- A valid credit/debit card with sufficient available funds is required to secure all online bookings.
- The minimum deposit payable is the equivalent of 50% of total fees due, except for caravan and camping sites booked during the Peak Season, which require the equivalent of 25% of total fees due.
- Any amount of the tariff which is outstanding at the time of check-in must be paid at check-in.
- Preferred payment methods are credit/ debit card (EFTPOS, MasterCard, and Visa only).
- Alternative payment methods may be considered by Park management but will not be accepted within 21 days of arrival. Written approval must be obtained from Park management.

- Any promotion/discount offered (if applicable) is non-transferrable and cannot be combined with any other discount or offer.

Cancellations and Refunds

- No refunds are given for early departures or cancellations after arrival.
- Cancellations made within 7 days are not subject to any refund or credit.
- Cancellations made within 30 to 7 days prior to date of arrival the balance to be made to the Guest Account or the booking transferred to new dates less a cancellation fee equivalent to the fee for one night amount for each site cancelled.
- Cancellations made prior to 30 days of arrival date will be eligible for a full refund or balance transfer to their Guest Account

Peak Season

- Cancellations made within 14 days of booking arrival date are not entitled to a refund, or date transfer.
- Where payment was made by EFTPOS / credit card and refund is due, the refundable amount can only be processed onto the same card / account from which the initial payment was made.

Booking Transfers

- Bookings made may not be transferred to any 3rd party, to occupy the site.

Minimum Stays

Off-Peak Season

- Minimum booking of 2 nights for stays that include Friday and/or Saturday night/s.

Peak Season

NSW Long Weekends (except Easter)

- Minimum booking of 2 nights for stays that include Friday and/or Saturday night/s.

Easter Weekend

- Minimum booking of 4 nights for stays that include Thursday, Friday, Saturday and/or Sunday night/s.

Christmas School Holiday Period

Sites

- A minimum of 7 nights for stays over the Christmas School Holiday Period.
- Exceptions may apply to minimum stay periods subject to availability and Park management's discretion.

Maximum Stays

- Guests are required to vacate sites after 30 consecutive nights.
- The maximum length of stay at a park is 60 nights within any 12month period.
- All stays and bookings are subject to availability and adherence to park rules, policies and booking conditions.

Booking Seasons

Off-Peak Season

Off-Peak Season runs from the first day to second last day of Board of Studies NSW school terms.

Peak Season

Peak Season includes Board of Studies NSW Christmas School Holidays, Australia Day long weekend, Easter long weekend and Labour Day long weekends.

Operational Season

Swimming Season

- The swimming season is from Labour Day weekend to first day of Board of Studies NSW school 2nd term.