



# Bookings Terms & Conditions

## Check In

Hockey Manor check- in is 2pm, Cabins check- in is 2pm, Site check-in is 12pm.

## Check Out

Hockey Manor, Cabins, and sites Check-out is 10am.

Unless previously arranged with reception, late departure fees may be incurred for occupancy exceeding these times.

## Reception Hours

Monday – Saturday 8am – 6pm

Sunday – 10am – 6pm

## Christmas Holidays, Easter Holidays, Ski Race long weekend.

Monday – Saturday 7am – 7 pm

Sunday – 8am – 6pm

## Charges and Cancellations

If more than 7 days' notice is given for a reservation cancellation during off peak season, guests will be refunded their full payment less a \$50.00 AUD cancellation fee per cabin or 1 night's site fee.

At least 7 days' notice must be given for booking or date alterations.

An administration fee of \$50.00 will apply for each date change of cabin's or 1 night's site fee to powered sites.

If you do not notify the park of your cancellation or do not arrive your deposit / payments will be forfeited.

## Group Bookings

Group bookings are encouraged though please note that deposit amounts will vary depending on the total of your booking cost. To discuss your group booking, please contact our Park directly.

## Rate Inclusions for Bookings

All rates are quoted for 2 guests only.

- Extra person charge for cabin accommodation:
  - 16 years old and older accrues an added charge
  - 3 to 16 years old - child fee
  - 0 to 2 years old – Free
- Extra person charge for sites:
  - 16 years old and older accrues an added charge
  - 3 to 16 years old – child fee
  - 0 to 2 years old - Free

## Deposits and Payments

- One night site fee's will be taken over the phone for a 1-night stay on a powered site.
- A \$50.00 deposit will be taken over the phone for 2 or more nights on a powered site.
- A deposit of \$50.00 will be taken over the phone for the hire of a cabin.
- Peak season deposits are \$100 to secure the Cabin / site.

## Check in Policy

All guests are required to fill out a credit card form on arrival as a pre- authorisation / security for the booking. Your credit card will only be used in the case of any unexpected damages, excessive cleaning requirements and other loss found upon check out.

## Hockey Manor

- All guests are required to fill out a credit card form, a \$500 deposit will be taken on booking.
- Minimum of 3-night stay.
- Price is based on 6 pax and a maximum of 10 pax per night stay.
- A cleaning fee is added into the cost and an additional fee will be applies for extra cleaning required or for damages/ breakages.

## Cabin Stays

- Credit card details must be provided for all Cabin bookings on arrival.
- Damage to Cabins will incur a fee as determined by Management.
- You must be over 18 years of age to stay with us, if you are not accompanied by a parent or guardian.

## Accommodation Allocation

We endeavour to provide the accommodation you have booked; however, we reserve the right to re-allocate to the same style accommodation if deemed necessary.\

## Bunk Beds

Please be advised work law health & safety state that operators must comply with Australian Standards AS/NZS4220:2003, Children under the age of 9 years are not permitted to use the top bunk, children must not play on the top bunk. Please take this into consideration when making your booking.

## **Peak (High) Season Rebooking Conditions**

For guests wishing to rebook for the following year in either the December/January, Easter and September/October School Holiday periods, the following rebooking procedure applies: Contact reception prior to departure to secure your site/cabin for the same period the following year, along with your deposit to confirm your booking with us. If you decide not to rebook with us prior to your departure, your cabin/site will be made available for other bookings. Due to high occupancy during these periods, we do encourage you to rebook with us prior to departure to avoid disappointment.

## **Promotional Material**

You and /or the children in Robinvale Riverside Caravan Park may be photographed for historical and marketing purposes, please let management know if there is any reason you cannot be photographed.

Should your image be reproduced, you will have no interest in copyright of the image, which is the sole right of Robinvale Riverside Caravan Park. You will not be entitled to financial reimbursement for participation in photographs and / their subsequent publication.

## **After Hours call out / Disturbing the peace**

A penalty of \$100.00 will be charged for call out's due to disturbing the peace of other. If the incident keeps occurring, you will lose the privilege of staying at the park.

## **Right of Removal**

If during your stay, we reasonably determine that you, or someone in your party, could present a risk to the health or safety of our staff or other guests at the park, or you or your party fails to comply with these terms and conditions, then in addition to any other right we may have, we may immediately terminate your accommodation and evict you and your party without liability to you. You agree that in these circumstances we are not required to refund any amount in relation to your booking or any other goods or services you have purchased from us.

## **Privacy Policy**

Robinvale Riverside Caravan Park respects your privacy and are committed to protecting that privacy; Accordingly, we will only deal with your personal information in accordance with our privacy policy.

## **Park Rules, Guidelines and Safety Instructions**

You and your party must always:

1. Obey all park rules, guidelines and signage and reasonable requests from park staff.
2. Abide by the signed speed restrictions in the park.
3. Take care for your own safety and the safety of others; and
4. Safely and securely stow your possessions.

**b.** A copy of the park rules is available from the park or by emailing us. To the extent anything in the park rules is inconsistent with these terms and conditions, the park rules will prevail.

- c.** Any monies or other valuables, goods or vehicles that belong to you or your party, or which you or your party bring in or on to the park (including any car park facilities) remain your responsibility and we are not responsible for their safekeeping.
- d.** You must ensure that persons under 18 years of age (minors) in your party are always accompanied and supervised by a parent or guardian whilst at the park. You acknowledge that there will be third parties present in the park during your stay and that we are not responsible for the acts or behaviour of those parties. It is your responsibility to ensure the personal safety, welfare and protection of all minors in your party at all times during their stay at the park.
- e.** You are not permitted to bring animals with you to the park except where: 1. the animal is a dog; and 2. we identify the park as a dog friendly park; and 3. you agree to the dog guidelines and conditions.
- f.** A copy of the dog guidelines and conditions is outlined in our website.
- g.** Smoking is not permitted in or around any park facilities, including cabins/rooms and any amenities. If we consider that you or your party has smoked in a cabin/room, you will incur a cleaning fee.
- h.** You and your party must respect the comfort of others always staying in park. Quiet time in the park is after 10pm every day, and we may require you to refrain from any behaviour we consider may be disruptive to other guests of the park.
- i.** To ensure the comfort of others staying at a park, only one vehicle is permitted per booking.
- j.** In accordance with applicable legislation, we reserve the right to protect our lawful interests and deter security incidents such as theft, vandalism, unruly behaviour, and violence.
- k.** All recreational activities (including without limitation any swimming and water sports) are undertaken solely at the risk of the participant. You are responsible for supervising and ensuring the safety of any minors in your party undertaking recreational activities.
- l.** If we provide safety equipment in relation to undertaking recreational activities at the park you and your party must use that safety equipment when undertaking the recreational activity.
- m.** Helmets must be always worn when using bicycles, skateboards, scooters or any other wheeled toy.