

DALWALLINU CARAVAN PARK

Terms and Conditions



Bookings

- By making a booking, you agree to these Terms and Conditions.
- Guests must check their booking details carefully and let us know straight away if anything is incorrect.
- The person making the booking is responsible for all people staying on the site, including any approved visitors.
- A deposit/payment is required at the time of booking to secure the reservation.
- The minimum deposit is equal to 1 nights' stay.
- If no deposit is paid, the booking will not be confirmed.
- Group bookings must be paid in full at least 14 days before check-in.
- We will do our best to provide your preferred site, however specific site numbers cannot be guaranteed. If a change is necessary, an equivalent site or accommodation type will be provided where possible.

Check-in and Check-out

- Site check-in: from 2:00 pm; Check-out: by 10:00 am
- Office hours are 9:00 am to 6:00 pm.
- If you expect to arrive after office hours, please contact us before 6:00 pm to arrange after-hours access.
- After-hours check-in is available for prepaid bookings only.
- If you wish to extend your stay, please speak to reception before 10:00 am on your departure day.
- An extra night's tariff will apply unless otherwise arranged and subject to availability.

Cancellations

- All cancellations must be made in writing by email to caravanparkdalwallinu@gmail.com.
- Cancellations made 21 days or more before arrival will receive a full refund less a \$10 administration fee.
- Cancellations made 7 to 20 days before arrival will receive a refund less a 10% cancellation fee.
- Cancellations made less than 7 days before arrival are non-refundable.
- No refund or credit will be given for early departure or for cancellations made after arrival.
- Where agreed by management, a booking credit may be issued instead of a refund.
- Any credit issued must be used by the same guest within 12 months and is not transferable to another person or booking.
- Nothing in this policy excludes any rights available under the Australian Consumer Law.

Children and Occupancy

- Children aged 2 years and under stay free of charge.
- Children aged 3 years and over are charged \$10 per night.
- A responsible adult must accompany all guests under 18 years of age.
- Proof of age may be requested.

- Each site can accommodate a maximum of 2 persons, including children and infants.
- Any extra person approved by management will be charged \$10 per night.

Guest Behaviour

- Guests must behave in a respectful manner toward other guests, staff, and park property.
- Please keep noise to a minimum between 9:00 pm and 8:00 am.
- Management may direct any guest or visitor to leave the park if they behave in a socially unacceptable, abusive, or unsafe manner; cause damage; disturb other guests; use offensive language; or breach park rules.
- Management reserves the right to require any guest or visitor to leave the park for misconduct, unsafe behaviour, damage, excessive disturbance, or breach of park rules. In such cases, no refund will generally be provided for the unused portion of the stay.

Visitors

- All visitors must report to reception on arrival.
- Visitors are welcome, but they remain the responsibility of the registered guest they are visiting.
- Registered guests must ensure their visitors follow all park rules.
- Visitors must leave the park by 9:00 pm unless approved by management. If approved to stay overnight, a fee of \$10 per person, per night will apply.

Damage, Cleaning and Personal Property

- Registered guests are responsible for any loss or damage caused to park property, fittings, furniture, or equipment during their stay, excluding fair wear and tear.
- An additional cleaning fee may be charged if excessive cleaning is required after departure.
- Guests are responsible for securing their own personal belongings.
- Dalwallinu Caravan Park is not responsible for loss of or damage to personal property, except where required by law.
- Please lock vehicles, bikes, and other personal items, and remove valuables, especially overnight.
- Please check your site carefully before leaving.
- Perishable items left behind will be disposed of.
- Non-perishable unclaimed items may be held for up to 1 month and may then be donated to charity.

Changes to Terms

- These Terms and Conditions may be changed from time to time. Any changes will apply to bookings made after the updated terms are published. Existing confirmed bookings will remain subject to the terms in place at the time of booking, unless required otherwise by law.

Consumer Rights

- These Terms and Conditions do not exclude, restrict, or modify any rights or remedies you may have under the Australian Consumer Law.

*For queries, please phone or text Park Manager at **0428 158 153***