

BOOKINGS TERMS AND CONDITIONS POLICY

1. INTRODUCTION

MICAYLEY Pty Ltd as the owners of the Clare Valley Caravan & Cabin Park (CVCCP) from March 2022 confirm that there will be increased visitation and improved reputation for this site and significant expenditure on facility and infrastructure upgrades will be made. The Clare Valley Caravan & Cabin Park will strive to be a well sought after destination amongst the touring demographic and the owners need to ensure the continued financial viability of the premises. Outlined within this document are the Caravan & Cabin Park Rules, which guests are encouraged to abide by at all times whilst on site.

2. POLICY OBJECTIVE The policy aims to provide Caravan & Cabin Park Managers a structure for receiving bookings, taking payments and dealing with cancellations. The policy should ensure a significant amount of financial stability and retained revenue which can often diminish as a result of guests not honoring their scheduled bookings. The policy also aims to provide guests with an overview of their responsibilities and obligations whilst a guest at the Park.

3. SCOPE This policy applies to the Caravan & Cabin Park Managers, the acting Caravan & Cabin Park Managers from time to time, as well as visiting guests to the Park.

4. POLICY CONTENT This policy is noted under the terms and conditions under which a booking is accepted. Guests are reminded that by placing a booking they agree to abide by the terms and conditions as published herein.

5. TERMS & CONDITIONS

- Checkout is 10am.
- No refunds will be given for early departures.
- Smoking is not permitted in cabins – minimum \$350 fee applies.
- Smoking is permitted on powered and unpowered sites subject to patrons being mindful of their neighbouring campers and ensuring cigarette butts are extinguished and disposed of in the bins safely.
- Please leave cabins in a tidy state with dishes washed and dried.
- Any damage to property or excess cleaning will be charged accordingly to the credit card provided at check in.

CVCCP management, staff or agents ('we') reserve the right to, at any time;

- Move a guest to another site in the Park.
- Revoke a booking, at any time, without assigning any reason.
- Guests are liable for all damages, breakages or losses to any property of the Park caused by negligence or improper use.
- All reasonable cost of repairs/replacement shall be borne by the guest.
- We accept no responsibility whatsoever for caravans and or vehicles and their contents whilst they remain in the Park.
- By staying with us, you agree to these terms and conditions and any penalties that are incurred.

6. PARK RULES

- Please observe the 5km/h Speed Limit.
- All SA Road Rules apply to vehicles entering and existing the Park.
- Quiet time is 10pm – please be considerate of other guests.
- The camp kitchen closes at 10pm.
- All patrons using the camp kitchen and facilities are required to leave the shared areas clean at all times.
- Please ensure lights and TV at camp kitchen are turned off at night.
- Fires are not permitted in personal campsites, only at communal camp fire area.
- All visitors of Park Guests must check into the office prior to entering the Property.
- Only Park Guests are permitted in Cabins unless prior arrangements are made for visitors to the Park. CVCCP reserve all rights to refuse entry into the Park.

7. PAYMENTS CVCCP reserve all rights to request a deposit upon making a booking and prior to arrival. Major regional events such as Clare Valley SCA Gourmet Week and Easter Long Weekend (Clare Valley Races) applies special rates for the iconic annual festivals and due to the high demand for accommodation within the Clare Valley Guests will be required to pay the full amount of accommodation at least 7 days prior to arrival during these periods. Payment can be made via EFTPOS or Electronic Funds Transfer (EFT).

8. CANCELLATIONS CVCCP understands guest circumstances can change and bookings may need to be cancelled or altered. Refunds once on site, or refunds of deposits paid will be provided in the form of a Park Credit subject to providing at least 48 hours notice. Major regional events such as Clare Valley SCA Gourmet Week and Easter Long Weekend (Clare Valley Races) applies special rates for the iconic annual festivals and due to the high demand for accommodation within the Clare Valley any cancellations less than 7 days prior to your arrival will result in no refund being given. By making a booking during these periods, guests assume full responsibility of this.

9. PETS

- No pets are allowed in buildings including, camp kitchen, laundry and amenities blocks.
- Pet owners are liable for any damages their pets may cause.
- Owners must clean up after their pets - \$150 fee is applicable for failing to adhere to this rule.
- Excessive barking will not be tolerated.
- Strictly no pets allowed inside cabins – a minimum fine of \$200 will apply if pets (or evidence of) are found inside Park Buildings including cabins.
- Pet Friendly Cabins may be available subject to a pet application including a photo being sent to management prior to booking and subject to availability of Pet Friendly Cabins.
- Pets are required to be contained within your site and on a lead within Park grounds at all times.
- No pet bedding to be washed in Park washing machines or sinks.
- As a pet owner, you are fully responsible for the actions of your pet and you agree to indemnify the CVCCP in respect of any incident however arising, involving your pet which results in injury, damage or loss to another person.

