

SPICER CARAVAN PARK BOOKING TERMS AND CONDITIONS

The wish of management is for all guests to enjoy a safe, happy, friendly and relaxing stay whilst at the Park.

Reception Hours

08.00am – 7.00pm Monday to Friday (6pm over winter)

09.00am – 6.00pm Weekends and Public Holidays

An **onsite Manager** is available 24/7 for urgent assistance and can be contacted using the mobile number by the front office door.

Arrivals / Departures

Cabins check in - 2pm Check out - 10am

Caravans check in - 12pm Check out - 11am

Caravan/Motor homes/campsites – **arrivals not permitted after reception closes.** Winter - no arrivals after 6pm, unless prior arrangements with Management.

Fees

Payment must be paid upon arrival. **EFTPOS** is available. Fees are set annually in accordance with the Parkes Shire Council's Fees and Charges which can be found on the Spicer Caravan Park website.

Deposits / Payment Policy

A minimum of 1 night deposit and credit card details are required for all cabin bookings. The balance is due on check in.

Pre-payment may be requested prior to arrival.

Full payment for **Special Event, Peak Periods** and **Group Bookings** is taken 30 days prior to the date of arrival.

Changes / Cancellations / No Show Policies

Cancellations. The property operates on 48 hour cancellation & No Show Policy on all Bookings. Failure to notify reception of your non arrival by 1pm 2 days before your expected arrival date will incur the first nights site/cabin charge. Management reserves the right to alter this policy for Special Event, peak periods and group bookings.

No Shows Cabin & site bookings will be charged 1 night accommodation fee.

Changes will be accommodated whenever possible and at no charge. If dates are changed to a higher tariff period, the higher tariff will apply. If we cannot change the booking, the rules for cancellations apply.

Refund Conditions

Provided the necessary notice has been given and you are able to receive a refund, the remaining deposit will be fully refunded in the original method paid. **No refunds** are given for early departures.

We reserve the right to refuse a booking at any time from any person reasonably believed to:-

- Not be the person named on the booking request.
- Not be the person named on the credit card or not be authorized to use the card.
- Owe outstanding fees or costs in relation to Spicer Caravan Park business operations.
- May exhibit socially unacceptable behavior.
- Be younger than 18 years and not accompanied by a responsible person over that age.

Information for Sites

Amenities Block located in middle of the Park. (Laundry, camp kitchen, showers/toilets)

Laundry - with 2 Washing Machines, 2 Dryers & 2 ironing boards (irons provided). Washing machines take \$1 and \$2 coins and cost \$4 per wash cycle. Dryers take \$1 coins only and cost \$2 for 30 minute drying time. There are 4 clotheslines for your use outside the amenities block.

BBQ'S - BBQ/Fire pit area with 2 BBQ'S and T.V. A second BBQ area is located outside amenities block with another 2 BBQ's.

Camp kitchen is available for your use, equipped with toaster, jug, microwave oven, full size fridge and utensils. It is your responsibility to ensure all items are cleaned, dried and returned to their original condition and spot.

Information for cabins

Linen, bedding and bath towels is provided on the main bed only, additional linen can be hired (at charge) for the bunk / single beds or BYO.

All cabins have split system heating and cooling in living areas and must be not be left on whilst cabin is unattended.

All cabins have cooking facilities', including cook top, microwave oven fridge and also include crockery, cutlery and basic pots and pans.

It is your responsibility to ensure all items used are cleaned, dried and returned to their original condition and spot, or you will be charged an excessive cleaning

All cabins are **non-smoking** and **No pets** allowed.

It is our duty of care to advise all parents that it is under the Australian Standards recommendation that children under the age of 9 years should not sleep on the top bunk as it could be dangerous.

Cabin and allocation is at the Park Manager's discretion.

Visitors

Visitors are welcome in the Park. Visitor's vehicles are prohibited from entering the park unless special arrangements are made with the Park Managers. All visitors must register themselves and vehicles at office before entering and must vacate the Park prior to 9pm. .

Visitors are not permitted to use the BBQ or Laundry facilities without the approval of the Park Manager.

Behavior

Quiet time is 9pm to 7am. Children must be supervised at all times in all areas of the Park.

- Unruly behavior or excessive use of alcohol will not be tolerated.
- Management reserves the right to terminate occupancy of the offending party or parties at one hour's notice without explanation – no refunds given.
- Management reserves the right to refuse entry to or to eject guests from the park who are deemed by management likely to behave or have behaved in a socially unacceptable way ; causing damage; disturbing other guests; using unacceptable language or otherwise breaking Park Rules.
- No refund will be given and charges will apply for any damage caused.

Fire pit/BBQ area

A communal Fire pit /BBQ area is located in the middle of the park. .This will only be lit weather permitting and will not be available for use during high risk fire periods. Care should be taken to ensure the use of the fire pit does not adversely impact on other Park residents. Children must be supervised at all times .

Bikes/roller blades/scooters/skateboards

Not permitted during peak periods, and must have the permission of the Park Manager. Where approval for use, they must be used at walking pace only with all **appropriate safety helmets** and equipment worn and must not impact on Park residents. **They must not be ridden after dark.**

Pets

Pets are acceptable at the Manager's discretion and must be declared at time of booking.

We welcome well socialized pets that are cared for by responsible owners.

Pets are **STRICTLY FORBIDDEN** in cabins, on verandahs, ensuites and communal areas such as amenities block, BBQ areas etc. if pets are found in these areas you may be asked to leave. Pets must be restrained at all times in Park grounds and at site as required by the Companion Animals Act 1998 for a Public Place.

There is an off leash reserve adjacent to the Park, East of the Oval where you are able to exercise your dogs to compensate for their leash restriction within the Park.

Dog owners agree to take full responsibility of any personal injury or damage caused by their dog whilst within the Park, and agree to pay for any claims of compensation in regards to the dogs activities. They must not be left unattended in the Park at any time. Barking is to be controlled. Droppings are to be removed and disposed of immediately by the Owner.

SPECIAL REQUESTS

These will be considered on request basis only and are not guaranteed at the time of booking.

Minimum Stay

May apply as per the booking chart at Festival times.

Photography

During your stay, you and/or your child(ren) may be photographed by our staff. The taking of photographs is for the purpose of advertising, social media and Marketing opportunities. Please advise our staff photographer at the time if you do not wish for your photo to be taken

Occupancy is granted under the acceptance of the above mentioned terms and conditions in accordance with the Park Rules. Management reserves the right to terminate the occupancy due to any breach of the above.