

## **Booking Terms & Conditions**

### **Check In**

After 1pm



### **Check out**

Before 10am on day of departure (Unless by prior arrangement)

### **Reception Hours**

6am – 7pm weekdays

8am – 5pm Weekends

- Unfortunately, we are unable to guarantee particular numbered sites, cabins or booking extensions
- Refunds will not be provided for early departures
- In the interest of safety, the speed limit throughout the park is walking pace only in a one-way direction
- Power leads must be certified 15amp leads only, and must not cause a tripping hazard
- Generators are not permitted in the caravan park
- Fires are not permitted within the grounds of the caravan park
- We only permit 1 set up (caravan, camper trailer, family tent, etc) per site and 1 vehicle per site. Additional vehicles are to be parked outside the park and parking on empty sites or roadways is not permitted
- Everyone appreciates well-kept sites and clean amenities. Please keep your site tidy and use the facilities provided
- For washing and drying clothes, discharge of van sullage water and rubbish disposal, a public dump point is available near the first entrance to the car park off the highway (please refer map for location)
- For the comfort of all guests, no undue noise is permitted between 10:00pm and 8:00am. Excessive noise, anti-social or illegal behaviour and illegal substances are not permitted at any time
- Smoking is not permitted inside buildings, within 5 metres of any doorway, in common areas including the camp kitchen and the pool grounds
- Children under 12 years must be escorted and supervised in the caravan park, pool and amenities block at all times. Children must wear a helmet when riding bikes, scooters etc. in the park and be under direct supervision by a parent

### **CABINS**

- All linen and towels are supplied in cabins. Please leave your cabin in a neat and tidy state, wash dishes and place rubbish in the bins provided in the park. If the cabin is left in an unacceptable state a cleaning fee will apply
- Children under the age of 9 years are not allowed on the top bunk
- Cabins are strictly non-smoking, and pets are not allowed

## **POOL**

- The pool is free to use for park guests. Normal pool operating hours apply. Children must be accompanied by an adult. Pool grounds are strictly no smoking and alcohol free. For safety reasons, no glass is allowed in the pool grounds.

## **Pet Policy**

At Mossman Pool & Caravan Park we welcome your furry pets! To ensure that you, your dog and the rest of our park guests enjoy their stay in a clean and healthy environment we have some basic rules which we ask you to follow. Please take the time to read the policy and sign the Liability Waiver below.

- Dogs may only be permitted with guests staying on site in their caravan, camper trailer or motorhome
- Dog must be well mannered and appropriately restrained at all times.
- Dog may only be left unattended for short periods when the owner is using a facility where dogs are not permitted. Dogs must remain secure and not cause a disturbance.
- Pets are not permitted in cabins, the amenity block or camp kitchen area
- Dogs must be kept on a leash whilst in the park and are not allowed to enter the property of other guests without consent
- Pets must be supervised at all times and pet owners are responsible for cleaning up after their pet
- Any disturbances such as barking must be curtailed to ensure other guests are not inconvenienced. You will be asked to leave if noise continues
- For health and safety reasons, washing of pet accessories such as dog blankets, is strictly prohibited in the park laundry washing machines.
- Guests are responsible for all property damages and/or personal injuries resulting from their pet.
- The Park reserves the right to charge the guest's account commensurate to the cost of such damages.
- If the dog acts in any way considered aggressive, dangerous or destructive, the Park Managers have the right to ask guests to leave the Park, in which case they will not be entitled to any refund.
- Pets are not allowed in pool facility at any time

## **Deposits & Payments**

A minimum one night's stay deposit will be charged at the time of making your reservation, with the balance to be paid: Upon arrival for off peak period bookings; or at least 14 days prior for peak period bookings. This streamlines your check in process during our busy period and means you only need to pick up site information at reception and drive in.

## **Fees**

Your visitors are welcome to enjoy the park's amenities with you during the day. All visitors must check-in at reception and are subject to the same terms and conditions as other guests. Overnight guests are also welcomed to join you upon paying the additional person rate for your accommodation.

## **Cancellation & Refund Policy**

### **Cancellations**

- Cancellations less than 14 days before arrival for peak period bookings will forfeit all payments made
- Cancellations made less than 48 hours of arrival will forfeit all payments made
- No refunds will be given for early departure

### **Refund Policy**

- A full refund, less administration fee, if cancellation is received more than 14 days prior to arrival date
- A full refund, less a one night's accommodation charge if cancellation notice is received between 1-14 days prior to arrival
- No refund for less than 48 hours of arrival
- Refunds will only be given if the above conditions are met, refunds will not be given if the customer simply changes their mind, their circumstances change, or they choose the wrong accommodation.
- Guests who depart earlier than their original departure date will have the above conditions applied. "No shows" forfeit all fees paid. If after arrival guests are dissatisfied with any aspect of their accommodation and decide to terminate their stay, the amount refunded, if any, will be at the discretion of the manager. Mossman Pool & Caravan Park reserves the right to cancel bookings for "No Shows".

**This policy is subject to change without notice.**