

## TWEED COAST HOLIDAY PARKS POLICIES AND PROCEDURES *Terms & Conditions*

### **Reservation Terms & Conditions**

Thank you for choosing to stay at one of our Tweed Coast Holiday Parks. We are looking forward to seeing you and want your stay to be enjoyable and memorable. To help things run as smooth as can be, please take a few minutes to read our reservation terms and conditions. When you pay for your reservation, you are agreeing to comply with the terms and conditions.

#### **Check-in and Check-out:**

Check-in: Cabins, Surfari Tents & Ensuite Tourist Sites - 2pm; All other sites - 12 noon NSW time.

Check-out: 10am NSW time.

Late Check Out: Please check with office staff. Charges may apply.

Reception hours: Monday to Sunday, 8am – 6pm, 8am – 7pm DST

\*Christmas Day reception hours 8am-12pm DST.

Please advise reception if you plan to arrive outside of these hours.

#### **Site Setup:**

- **Minimum distance from site boundary - 1.25 metres.**
- **Exception - Minimum distance from roadway - 1.00 metre.**
- **Minimum distance from other caravans, tents or camper trailers either on the same site or adjacent sites - 2.50 metres.**
- **Tarpaulins can cover a maximum of 2/3 of the site area.**

*As all site sizes vary, please discuss your requirements with park staff when booking a site.*

#### **Key Deposits:**

A \$30.00 boom gate tag and \$20.00 amenities key credit card guarantee will be held. Failure to return, loss or damage of tag and/or keys will result in a charge to your credit card for replacement.

#### **Rates:**

All rates shown are based on 2 guests. All additional guests will be charged per person/per night. Failure to advise and pay for additional guests on your arrival may result in your reservation being cancelled.

#### **Payment Requirements:**

Full payment is required at the time of making a reservation.

**Extras** are payable on arrival.

#### **Reservations Subject to Change:**

Tweed Coast Holiday Parks reserve the right to correct any information (including but not limited to, pricing information) and amend your reservation (in consultation with you) to ensure that it reflects the correct price or relevant information. Additional charges may be payable by you if you wish to proceed with the affected reservation. You will be informed of such charges if applicable.

#### **Site Guarantee:**

Whilst we will make every endeavour to accommodate your request for a specific Site, Cabin or Surfari Tent, it is not guaranteed. Occasionally, it may be necessary to move a reservation for operational reasons.

#### **Future Bookings:**

Tweed Coast Holiday Parks open 12-month booking windows on the 1<sup>st</sup> day of each month for future reservations for all accommodation types except for single night stays in on-site accommodation and ensuite sites. Reservations for single night stays in on-site accommodation and ensuite sites can only be accepted after 3pm the preceding day. Reservations are taken on a first come, first served basis.

#### **Boom Gates & Parking:**

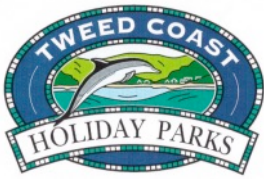
One car park is allocated per Site, Cabin or Surfari Tent. Additional cars must be parked in the visitor's car park. Please advise reception upon booking if you have a boat or trailer. Please do not tail gate through the boom gate after another vehicle or use the tag to gain entry for unauthorised vehicles. Failure to comply with this will result in the boom gate tag being turned off.

#### **Cancellation and Refund Policy:**

To obtain a refund, you must notify the park in writing and provide a minimum of 7 days notice prior to your arrival date.

- All refunds will incur a \$40.00 administration fee.
- Changes can be made to an existing reservation in the Off-Peak Period with sufficient notification, allowing the parks time to re-let the accommodation.
- For a request to change or cancel a reservation that provides less than one (1) week notice, Un-Relet Fees shall be charged.
- All fees are forfeited for no shows.
- Should people vacate a site early due to weather conditions, no refund will be given.

Please refer to the full policy document on our website [www.tchp.com.au](http://www.tchp.com.au)



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### **After Hours Emergency Number:**

1800 735 290 is to be used for afterhours emergencies only.

### **Minimum Stays & Requirements:**

- Off peak - minimum stay is 2 nights.
- Peak - minimum stay is 7 nights.
- Shoulder - minimum stay is 4 nights.
- A Single Night Surcharge of \$40 applies for On-Site accommodation applies in the off-peak period only.
- A Friday & Saturday Night Surcharge of \$10 per night applies only to off-peak reservations less than 7 nights in On-Site accommodation.
- Extra Persons (10years & older) for sites (Tents/Tourist Sites/Ensuites) are charged \$15. Hastings Point Headland Primitive Camping Extra Persons (10 years & older) are charged \$10.
- Extra Persons (5years & older) in On-Site accommodation (Cabins/Surfari Tents) are charged \$15.

### **Winter:**

June, July and August inclusive. Refer to Payment Requirements. For stays over 27 nights contact Reception.

### **Weekend Package & Weekday Getaway:**

Applies to stays in the Off-Peak period only and not available on Public Holidays.

Not valid in conjunction with any other package or offer.

Weekend Package must arrive on a Friday and depart on a Monday or can be used as a late check out on the Sunday.

Weekday Getaway must arrive on a Monday and depart on a Friday.

### **Pets:**

Tweed Coast Holiday Parks enforce a no pet policy at all parks. Exceptions may be made for "assistance animals" where proof of the animal's status to alleviate the effect of a guest's disability is provided.

### **Credit Card guarantee:**

A credit card must be produced in the name of the person staying at the park on arrival. Photo ID may be requested. Your credit card number will be held by an encrypted link for the duration of your booking and stay.

### **Receipts:**

Please retain the receipt issued to you on arrival. This validates your length of stay. Please check that your arrival and departure date are correct.

### **Supervision of Children:**

All children under 10 years must be accompanied by an adult when visiting the amenities, playground and swimming pool.

### **Play Equipment & Sporting Facilities:**

Bicycles, scooters, skateboards, etc must only be ridden during daylight hours on the roads within the park at no more than 10 km/h. Please ensure the appropriate safety equipment is always worn.

### **Risk Warning:**

Engaging in recreational activities are done so at your own risk.

### **Noise:**

Please be respectful of the enjoyment of others within the park by restricting noise from televisions, music and social gatherings between the hours of 9pm and 8am. After 10pm: Silence is Golden.

### **Smoking:**

Please note that smoking is not permitted in any on-site accommodation, park facilities or in and around the community areas.

### **Open Fires:**

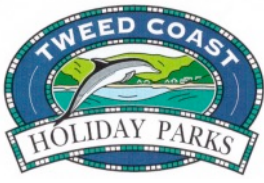
Open fires are not permitted.

### **Surveillance Cameras:**

Please be aware that surveillance cameras are used within our property.

### **Photography:**

You and your children may be photographed for marketing purposes. Please advise upon check-in if you do not wish to be photographed.



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### **Damage:**

Any damages caused to park property or equipment will be charged to the guest.

### **Visitors:**

All visitors should be registered on arrival. Guests are also responsible for their visitor's behaviour. Any visitor that stays overnight must be registered prior to staying (fees apply).

### **Electrical Connection:**

Electrical leads connected to our power outlets must only be by a single 15amp lead, not less than 10 metres in length. The use of double adaptors is not allowed.

### **Vehicle Length:**

Sites will be allocated based on the measurements provided during the booking process. It is the responsibility of the guest to ensure the dimensions are as accurate as possible. If you are unsure, please call the park directly. The measurement of a caravan/campervan includes the draw bar, bumper bar and any items hanging over the bumper.

### **10km Speed Limit:**

Speed is to be limited to 10km/h and directional signs must be observed.

### **Garbage & Recycling:**

It is your responsibility to keep your site tidy, ensuring sullage water and rubbish are correctly disposed of. Bins are located throughout the holiday park. Signage explains what items are acceptable for recycling. We appreciate your cooperation on this matter.

### **Under Age Bookings:**

Tweed Coast Holiday Parks recommend to Park Managers, that any booking by minors (under 18 years of age) must have a responsible adult present. A responsible adult is deemed a parent or teacher. Typically, an 18-year-old who is part of the booking would not be deemed responsible in terms of answering for behavioural issues that may arise within the group.

### **Park Management:**

All reasonable direction given by Park Management must be followed by guests and their visitors.

### **Booking Terms:**

Tweed Coast Holiday Parks does not have a formal policy on the circumstances when a booking can or can't be refused. As a rule, it is at the discretion of the Park Manager if any booking is accepted or not.

### **Not Allowed:**

The following is not allowed under any circumstances:

Illegal drug use; Excessive use of alcohol; Undue mess around a site; Unregistered overnight guests; Undue noise; Acts of violence or abuse; Smoking in accommodation; Unregistered vehicles.

### **Emergency Evacuation Plan:**

Please make yourself familiar with our emergency evacuation plan in case of an unforeseen emergency. Emergency Evacuation information is located in the guest information booklet in On-site Accommodation and available to view at Reception. In case of an emergency, please remain calm and follow instructions from the park staff.