



SITES TERMS & CONDITIONS

CHECK IN INFORMATION AND TERMS;

CHECK-IN INFORMATION:

Check-in time is between 1pm and 6pm.

For early or late arrivals please advise us at time of booking, if possible we will make alternate arrangements.

CHECK-OUT INFORMATION:

Check-out is strictly 10am.

ON ARRIVAL

Outstanding balance must be paid on arrival, we accept cash, Eftpos, Visa or MasterCard.

DURING YOUR STAY

Please abide by the following terms to avoid being removed from Crystal Creek Caravan Park. Occupants or any person present in the caravan park at the invitation of the occupant, are responsible for any damage caused by themselves or said invited persons.

MANAGEMENT RESERVE THE RIGHT TO TERMINATE OCCUPANCY AT ONE HOURS NOTICE, FOR IMPROPER BEHAVIOUR.

*State law requires all persons must register at office on arrival before proceeding into the caravan park.

*All guests must register at office and are permitted in the park from 9am until 9pm.

*Occupants must not create noise which is offensive to neighbors or other guests in the caravan park. Loud noise will not be tolerated especially between the hours of 10pm-8am and during the arrival and departure time of occupancy. If other guests or neighbors are disturbed you may be liable to refund accommodation fees to guests whose stay has been disrupted by excessive noise from your group.



*Guests must abide by noise abatement conditions, standards and orders issued by staff or police or any regulatory authority to minimize impacts upon residential amenity of neighbors, other guests and local community.

*No smoking indoors.(Fee of \$150 applies).

*No cigarette litter on grounds of premises.

*No open fires.

*Guests must not leave excess rubbish in public or common areas. There is a large bin provided, next to the amenities block, please refer to the park map for location.

*No guest or visitor is to disturb the natural environment or to bring animals onto the property. Strictly no pets for cabin bookings. Pets are only allowed for powered/unpowered site bookings. (Guide dogs etc, are accepted)

*Bikes and scooters may be used as long as a helmet is worn and in designated areas only. Unregistered vehicles cannot be ridden around the park.

BOOKING TERMS

*Tariffs are correct at time of printing and are subject to change without notice. All tariffs quoted are based on 2 adults and on a nightly rate unless specified.

*Minimum nights may apply to long weekends, high season and New Year's rates.

* Children 5 and under are free of charge.

*Children between the ages of 6-17 years are charged at \$7 per night per child. Extra adults are charged at \$10 per night per person.

* 1 night deposit required at time of booking for bookings more than 1 month away. For bookings less than 30 days away full payment is required.

*All tariffs quoted are inclusive of 10% GST.

CANCELLATION POLICY

*Refunds are not available for any early check outs/unused part of your booking.

*In the instance of a "no show", refunds will not be issued.

*Refunds will be issued, for all bookings cancelled more than 7 days prior to your arrival less a \$30 administration fee.

*Refunds will not be issued, for all bookings cancelled less than 7 days prior to your arrival, unless the accommodation has been resold. In this case the deposit will be refunded less a \$30.00 administration fee.