



## Terms and Conditions

By booking at Stansbury Caravan Parks you and your party agree to abide by these terms and conditions. Any breach of these terms and conditions by your party will constitute a breach by you.

### Booking and Deposits:

- Guests are responsible for checking the booking details. Those named on the booking are responsible for all parties on site during the stay, including visitors.
- All reservations require a deposit to be paid at the time of the reservation. The minimum deposit is equal to one night's stay. A reservation will not be confirmed without a deposit being paid.
- All group bookings require full payment at least two weeks prior to check in.
- During peak season, full payment of the balance will be payable 14 days prior to arrival.
- No site or accommodation unit is guaranteed.
- The maximum number of guests per site is six. The maximum number of guests in a cabin or villa must not exceed the number of beds provided in that accommodation unit.
- No bookings will be taken more than twelve months in advance.

### Check In and Check Out:

- On arrival all guests and visitors must sign in either through the Covid 19 QR code, or manually at reception.
- *Sites*: check in time is 12 noon.
- *Cabins and villas* check in time is 2pm.
- Check out time for all bookings is 10am unless alternative arrangements have been agreed with the park management in writing prior to arrival. If you do not depart before check out time, we may charge you for an additional day at the tariff applicable to your accommodation for each day until you depart.
- If you will be arriving after 6pm please call us to arrange after hours safe access for your keys. NB: this will only be allowed for prepaid bookings.
- Early departures: should you wish to check out before the office opens, please notify reception and place your keys in the key box outside of the office before you depart.
- If you would like to extend your stay, the appropriate tariff will be payable (depending on availability). Please advise us before 10am if you wish to extend your stay.
- All keys and access cards must be returned at the time of your departure. You agree that we may charge you for the replacement costs of keys or cards you lose, or fail to return to us.

### Cancellations:

- All cancellations must be received in writing to the park: [stay@stansburycaravanpark.com.au](mailto:stay@stansburycaravanpark.com.au).
- Refunds may take the form of a credit which can be transferred to another future booking to be used within 12 months.
- Deposits will only be refunded (less 20% administration fee) when notified more than 14 days prior to arrival date. Deposits will not be refunded when cancellation is within 14 days of the arrival date.
- No credit or refund will be available for early departures, or cancellations once arrived.

### Minimum Stays (cabins and villas):

- During school holidays and long weekends, a three night minimum applies.
- Easter weekend a four night minimum applies. (Thursday, Friday, Saturday, Sunday).

### Cabins/Villas:

- ALL cabins and villas are NON SMOKING. Ashtrays are provided outside. Anyone found smoking inside the units will be asked to leave. If we consider you or your party has smoked in a cabin/villa you will incur a \$200.00 cleaning fee.
- Cabins and villas left in an unsatisfactory state (as determined by us) will incur a cleaning charge of \$200.00.
- Linen is provided for the main bed in the cabins and villas. Single bed linen packs are available for hire on request. A portacot is also available on request.

### **Park rules and safety instructions:**

- You and your party are expected to obey all park rules, guidelines, signage and reasonable requests from park staff.
- Guests are expected to behave in a manner that is respectful of other guests, visitors and park staff.
- Conduct- Quiet time in the park is 10pm to 7.30am every day. We ask that you refrain from any behaviour which may be disruptive to other guests. We reserve the right to evict patrons from the park who are deemed to be behaving in a socially unacceptable manner including, but not limited to, unruly behaviour, excessive noise, drunkenness, bad and/or offensive language, disturbing other guests, causing damage or breaching any other park rules. All monies will be forfeited.
- The Park has a non smoking policy in all shared areas (including camp kitchen, amenities, playground, cabins and villas).
- Children under 18 years of age (minors) are to be accompanied or supervised by an adult at all times whilst in the park. It is your responsibility to ensure the personal safety, welfare and protection of all minors in your party at all times during their stay at the park.
- Vehicles – for the safety of all park visitors the speed limit is walking pace only. One car per site or cabin is allowed. Villas may have either two cars, or one car and a boat.
- Fire regulations: For safety reasons, drawbars for vans must face the roadway. No fires are allowed in the park, this includes braziers.
- Camp kitchen – is open 7.30am to 10pm or at the Manager's discretion. Social distancing rules and density limits apply. Children are welcome to use the facility but must be accompanied by an adult at all times.
- Water- is precious so please be conservative. No washing of vehicles, boats or vans is to take place.
- Pets –No pets are allowed in the Foreshore Park. This *may* be changed during certain times of the year *at Management discretion*. Guests are advised to contact the park direct, to confirm **prior to booking**. Pets are welcome at the Oyster Point Drive Park all year round. Please refer to the Pet Policy in regards to terms and conditions.
- Bike Riding – is permitted during daylight hours only and *helmets must be worn at all times*. NO riding between the camp kitchen and amenities block, or on the wooden boardwalk. Skate boards, roller blades and water balloons are not permitted in our park.
- Damage – all damage must be immediately reported to Management.
- Visitors are welcome but must report to reception and complete the Covid 19 check in. You are responsible for ensuring they abide by the park rules. Visitor's cars are to be left outside the park. Extra fees apply for overnight stays or showers.
- Rubbish – Please dispose of rubbish in the bins provided. Blue bins are provided for recycling of bottles and cans. No hard rubbish is to be left in the park.
- Fish cleaning areas- are located throughout the parks. Fish offal and crab shells are to be placed in plastic bags and securely tied before depositing in the freezers provided.

### **Damage/Loss:**

- All registered guests may be liable for any loss or damage to the appliances, furniture, keys, boom gate access cards, fixtures and fittings in the accommodation. Normal wear and tear are excluded.
- Stansbury Caravan Parks takes no responsibility for the loss or damage of any personal items.
- Please lock up accommodation, vehicles, bikes etc and remove any valuables, especially at night.
- Thoroughly check cabins and amenities on departure as perishable items will be disposed of and non-consumables will only be held for one month before being disposed of, or donated to charity.

### **Right of Removal:**

- If, during your stay, you or your party fails to comply with these terms and conditions, then in addition to any other right we may have, we may immediately terminate your accommodation and evict you and your party without liability to you. You agree that in these circumstances we are not required to refund any amount in relation to your booking or any other goods or services you have purchased from us.

### **Holiday/Short Term Accommodation:**

- Guests are strictly prohibited from using any accommodation within the Park as their principal place of residence. All accommodation is only to be used for genuine short term stays (such as a holiday or corporate work stay).

**All policies, terms and conditions are subject to change.**