



TERMS & CONDITIONS

Please read these terms and conditions carefully. When you make a booking, you accept on behalf of your party the terms of these booking conditions. It is your responsibility to ensure that all the details on your confirmation documents are correct and to bring to our attention any errors or discrepancies within 48 hours of your booking.

PAYMENT POLICY

A 50% deposit is required at time of booking to confirm.

Full payment of booking is required 7 days prior to your arrival date. If full payment is not received by the balance due date, then the booking will be cancelled, and your deposit forfeited.

Management reserve the right to take a \$100 Security Bond upon booking, refundable upon check out.

Deposits and tariffs are accepted online or over the phone with Visa, Mastercard or EFTPOS. We do not accept AMEX.

For non-direct bookings, please read their terms & conditions regarding payment.

GENERAL RULES

Office hours are 9:00am – 5:00pm (subject to change depending on time of the year)

All guests and Visitors must check in at the office on arrival unless alternative plans have been agreed upon with management.

Where arrival time is after 5pm, please contact reception to make arrangements for your check-in.

All extra persons staying are to register and pay in full on arrival.

Check in time is from 2:00pm. Check out time 10:00am.

Early arrival or extended check out may be arranged with prior notice and is subject to availability.

All sites are allocated, please do not set up before reporting to the office.

Preferred Sites and On-site caravans will be allocated subject to availability and with our best efforts but are not guaranteed.

Under no circumstances are trenches to be dug.

Vehicles entering or exiting the park are not to exceed the speed limit of 10 kms.

Campfires are only permitted in designated fireplaces or in fire drums provided by the park. If you have your own fire drum, please ask at the office if it is appropriate before using it. 15kg bags of wood are available for sale at the office. If you intend to use your own wood it must be brought into the park already cut to fit the drums, chainsaws are not permitted to be used in the park. Firewood and drums need to be ordered before 5:00pm.

Use of the playground and riding of bicycles in the park after dark is not permitted. Bicycles must be always ridden at walking pace throughout the park. Parent's assistance is requested to enforce this.

Children should be supervised on the playground, at the river and in the amenities block, always.

After 10:00pm noise should be kept to a minimum for the comfort of all guests.

Parties or gatherings are strictly prohibited unless prior arrangements have been made with management.

Kiosk is available during office hours.

Laundry facilities are located at the amenities block. Change is available during office hours.

BBQs are located opposite the office and in the shelter in the campground. Please ensure you leave these clean after use.

You acknowledge that we do not accept liability for any injury, damage, loss, additional expenses, and disruptions due to electrical storms or other acts of God caused directly or indirectly by events, which are beyond our control and agree not to make any claim in relation thereto.

ACCOMMODATION RULES

Accommodation to be left in a reasonable condition including dishes washed/dried and put away. Rubbish is required to be taken to the outside bins.

Please be conscious of muddy shoes inside On-site caravans and remove, if necessary, before entering.

Only use beds equal to the number of paid guests, extra beds that are used will be charged as an extra person.

Do not take indoor furniture or bedding outside at any time and please refrain from sharing kitchenware with other accommodation.

Waxing of Ski's or Boards is not permitted in or around On-site caravans unless on a tarp provided by guest and wax disposed of in rubbish bins.

Please report any breakages/damage to the office.

Bicycles are not permitted inside On-site caravans.

Smoking is not permitted inside On-site caravans.

You acknowledge that we do not cover your personal belongings under our insurance policy and therefore take no responsibility for any loss or damage of the occupant's personal property left on the premises and agree that you will not make any claim against us for any damages or loss to your personal belongings regardless of how or where the loss or damage occurred.

Management reserve the right to charge guests for any damage or extra cleaning costs incurred during your stay. The amount charged is at the discretion of management. We thank you in advance for your understanding in this matter.

PET POLICY

Our park is pet friendly with the following conditions:

Pets are not permitted inside on-site caravans. Charges may occur for additional cleaning.

Please ensure barking is kept to a minimum.

Owners are responsible to clean up after their pet.

Pet owners agree to be responsible for all property damages and/or personal injury resulting from your pet. You further agree to indemnify and hold harmless Harrietville Caravan Park, its owners, and staff, from all liability and damage suffered because of your pet.

CANCELLATION POLICY

Deposits are refundable if cancelled 14 days or more prior to arrival.

Deposits are non-refundable if cancelled within 14 days of your arrival.

Cancellations within 7 days of arrival are non-refundable.

A credit may be applied due to special circumstances and must be approved by the manager.

No refund will be given after check in (i.e. early departures).