



BOOKING CONDITIONS

- **Deposits:** Required on all bookings, and the balance is due on arrival, or earlier during Mid-Peak and Peak periods.
- **Cancellation Policy:** A security deposit is mandatory for all reservations and a booking is confirmed only upon its successful receipt and acknowledgement, which establishes a contractual agreement with Kingston-on-Murray Caravan Park. Deposits are generally non-refundable and non-transferable; however, an exception is made for cancellations in Peak and Mid periods with at least 30 days written notice, or Off-Peak periods with more than 14 days written notice, in which case a refund will be processed minus a \$25 administration fee. Any cancellation or modification received within the respective 30-day or 14-day window will result in the full forfeiture of the deposit, and all cancellation requests must be formally submitted in writing or via email. Please note that all quoted prices are subject to change.
- All buildings and accommodation are **NON-SMOKING**.
- **Accommodation arrival time** is after **2 pm**, and **departure time** is **10 am**, and we do ask that you depart promptly by **10 am** so our staff can service accommodation and sites ready for our next guests. Please return keys to reception.
- **Accommodation BOND** — A credit card imprint will be requested upon arrival as a guarantee that cabins/on-site accommodation will be left in a clean and tidy condition, the no-smoking policy has been respected, and there is no damage or loss of property. Any additional cleaning, repair or replacement cost incurred after your use will be deducted from the bond or charged to the credit card.
- **Caravan and camping sites arrival time from 12 pm, departure by 10 am.**
- **Extra Tents:** We supply sufficient space for a tent and awning or caravan, annex and one car. If extra tents are to be erected, they must be confined to the area designated.
- **Late Arrivals:** If arriving after 6.00 pm, please phone reception on 08 8583 0209 to arrange for your check-in.
- **Early check out:** Please see the reception the day prior to arrange for accommodation key return.
- **Quiet time** is from **10 pm to 7 am**.

CONDITIONS (continued)

- **Early birds:** Not everyone likes to get out of bed early on holiday. Be courteous to your neighbours and keep all noise to a minimum first thing in the morning. Some guests do like to have a sleep-in.
- **Visitors:** All-day and overnight visitors must report to reception and sign the guest register before entering the park. Guests are reminded that they are responsible for their visitors. All-day visitors must vacate the park by 10 pm. During peak periods, only paid guests are permitted to enter the park.
- **Dogs** are welcome on powered/unpowered sites. Please keep them on a leash whilst within the park boundaries and clean up after them. Pets are also allowed in selected cabin accommodation.
- **Car parking:** One car bay is provided for accommodation and site guests. As parking is at a premium over our busy peak periods, it is very disturbing to the surrounding guests to have extra cars parked around their site. All extra cars and visitors' cars are to be parked in the visitors' car parking area or on the road verge. We apologise for this, but we cannot cater for all extra cars and visitors.
- **Security:** You will need to be responsible for your possessions. Keep your valuables out of sight and ensure that your accommodation and cars are locked. Bikes, eskies and fishing gear are at a high risk of being stolen, so we strongly recommend using bike locks, putting eskies out of sight and securing your fishing gear. Be security conscious and look after your possessions.
- **Boats, dinghies and trailers:** Depending on your site setup, boats, dinghies and trailers may be able to be parked on your site. If not, please see the reception. Please remove valuables from boats and trailers. When going fishing early in the morning, please keep the noise level down so as not to disturb guests still sleeping.
- **Fish cleaning:** No fish cleaning in the accommodation or camp kitchen.
- **Lost property:** will be kept for a maximum of 14 days. Perishable items will be placed in the bin on departure by our cleaning staff.
- **Disposable nappies:** **DO NOT** flush nappies down the toilet. Wrap all nappies in a plastic bag and place them in a bin.
- **Strict walking pace speed limit at all times.** Please keep an eye out for children walking, playing or cycling in the park. Be patient and courteous, as all our kids are precious.
- **Cyclists:** The wearing of a bicycle helmet is the responsibility of parents or guardians. Walking pace speed limit applies to bikes at all times. Small children must be supervised by a parent or guardian.
- **NO riding** around the toilet blocks. No bike riding after sunset. Bikes will be confiscated in the case of any misbehaviour.
- **No clothes lines** between sites or trees or verandas of accommodation. Clothes lines can be extremely dangerous with guests walking between sites or accommodation.
- **Public telephone** is situated at the Kingston-on-Murray General Store (400m down the road, turn right out of the park).
- **Amenity blocks:** As cleaning up mishaps is not pleasant for our cleaners or ourselves, we do ask that you accompany your children to the amenity blocks.

CONDITIONS (continued)

- **Disabled Toilet/Shower** is located in the toilet block next to the ladies. This can also be used by families if more room is required in the showers. Please see the reception for the key.
- **Chemical toilets:** Please **DO NOT** empty chemical toilets at the amenity block.
- **Parents and Guardians**, you are responsible for your children's actions and behaviour at all times. Remember children do need constant supervision when playing, cycling or swimming.
We are never on holiday from family duties.
- **Water:** As you are aware, we are currently in the midst of a drought. Please be water-conscious and keep the length of showers to a minimum. Please ensure water taken from rainwater tanks is not more than what you would need for the duration of your stay. As our rainwater supply is limited, it would assist us greatly if you would bring your own drinking water or consider purchasing water from our shop.
- **Camp Kitchen:** Please ensure that the camp kitchen is left in a neat and tidy manner and that all rubbish is put in the bin. All items in the fridge are to be labelled with your site number and departure date and will be disposed of if left after departure.

ACCOMMODATION

- **Arrival time** is after **2 pm**.
- **Departure time** is promptly by **10 am**. Before departure, please wash, dry and put away all cutlery and crockery and empty bins.
- **Accommodation is serviced on departure only.**
- **Starter kit:** A complimentary starter kit of bin liner and toilet paper is provided in your accommodation. These items are not replaced and you will need to provide them yourself throughout your stay.
- Please, no cabin towels at the pool or river.
- **Housekeeping fee:** As we are not a hotel, all our accommodation is serviced on departure only. A housekeeping fee will apply if accommodation is left in an unacceptable state. If our cleaning staff has to remove rubbish, wash dishes or generally clean up an unacceptable amount of mess, an account for cleaning of \$40 per hour will be charged to your credit card.
- **Accommodation service:** Should you wish to have your accommodation serviced or linen changed, a minimum fee of \$40 per cabin applies.
- **Recycling:** A crate is provided outside your accommodation for recycling.
- **Pets:** Are allowed in selected cabin accommodation. A fee of \$10 per night applies.
- A \$100 bond is required upon arrival. This is a refundable bond dependent on a positive inspection of the cabin on departure.

- **Ants** are a fact of life in our region, and we have to learn to live with them. We make every effort to control them; however, please inform reception, who will arrange some surface spray for your accommodation.

CONDITIONS (continued)

SWIMMING POOL

- We are aware that you are all on holidays. If everyone follows these simple guidelines, a great holiday will be had by all.
- Parents and guardians, when using the pool area, you are responsible for your children's actions and behaviour at all times.
- Please remember to be alert and do not get distracted. Be careful not to get caught chatting and take your eyes off your children.
- A responsible adult must accompany **all children under 12** in the pool area.
- Only let **your** children into the pool area when you open the gate.
- **Glass** of any kind is not suitable in or around the pool and is not to be taken into pool area. Plastic cups and plates are available for purchase at the shop.
- **Toys**, inflatables and body boards, etc., are not to be taken into the pool.
- Tennis balls or hard balls are not be used in the pool area.
- Our pool is for **your exclusive use** as a guest of Kingston-on-Murray Caravan Park. Please do not invite day visitors to use it.
- Please show considerate and responsible behaviour to other guests while using the pool area so everyone can have a safe and happy time.
- **No diving, bombing or running around pool area.** Guests will be asked to vacate the pool area for any misbehaviour.
- **Babies and toddlers** must wear either a swimmer's disposable nappy or fitted bathers to prevent accidents.

THINK SAFE AND ENJOY YOUR TIME AROUND THE POOL.