

## Terms and Conditions

- *By making a booking, you are entering into a contract and agreeing to abide by the terms and conditions of the Big4 The Bend Holiday Park as outlined below.*
- *Guests are responsible for checking their details when making a reservation.*
- *Those named on the receipt are responsible for all persons in their cabin/site including any visitors.*
- *We reserve the right to change the rates without notice.*
- *Terms and conditions are subject to change without notice.*

### Payment/Deposit

- A deposit of the first night's tariff is required to secure the reservation..
- Balance of monies due to be paid on arrival – including full payment of any additional persons, nights or bedding.
- Payment is accepted by cash, Visa, MasterCard or EFTPOS. Personal cheques will only be accepted if received 10 days prior to arrival.

### Major Events/High Peake Times

- 50% Deposit must be made at time of booking.
- Full payment must be made 60 days prior to arriving

### Cancellations/Amendments

- Cancellations will only be accepted if given in writing – please email – big4@thebend.com.au and provide your Surname and Booking Reservation number and dates booked also contact details .

### **Cancellation Policy**

- More than 14 days' notice, payment is refundable, less \$30 administration fee.
- Less than 14 days' notice, payment is non-refundable.
- **NO REFUND WILL BE GIVEN FOR CANCELLATIONS DUE TO WEATHER OR IF YOU LEAVE EARLY OR OTHER CIRCUMSTANCES BEYOND OUR CONTROL.**

### Major Events/High Peake Times

- More than 60 days' notice payments are refundable less \$30 admin fee
- Less than 60 days' notice payment is non-refundable.

### Minimum Night Bookings

- Minimum booking periods may apply.
- **Early departures will not be entitled to a refund.**

## Single Night Surcharge

- A Surcharge Fee will apply with all Cabin Accommodation .

## Check-In

- Check-in is available from 2pm for cabin and ensuite accommodation and 12 noon for sites.
- **If arriving after 6pm, please contact us on the day of arrival to arrange your key and/or boom gate card to be put in a night safe. Failure to make these arrangements may result in you not being able to access the park.**
- Reception hours are 8.00am to 6pm.

## Check- Out

Cabins and sites must be vacated by 10am.

## Pets

- Pets are allowed at the managers' discretion **with your own caravan or tent only**.
- The park must be advised of all pets entering the park at the time of booking.
- **We are pet friendly all year round on sites for caravans or tents.**
- UNDER NO CIRCUMSTANCES are pets allowed in or around cabins and they are strictly forbidden to enter the amenities including those on ensuite sites. There are NO EXCEPTIONS to these rules.
- The policy must be read and signed upon arrival.

## Children

- Infants under 2 years of age are free of charge except when staying in a Cabin.

## Cabin/Site Conditions

- A booking cannot be made for or by any person under the age of 18 years. A responsible adult must accompany such persons. Proof of age may be requested.
- Cabins sleep a maximum of 8 to 10 people (including children and infants) depending on the style of cabin.
- **The number of people accommodated in each cabin must not exceed the number of beds available.**
- On arrival, if the number of people exceeds the maximum allowed for the cabin type, we will not accept the booking.
- Adults and children under the age of 9 years are not permitted on top bunk beds.
- All cabins are **NON-SMOKING** a cleaning fee of \$200.00 will be charged for person not complying, smoking is prohibited inside or within 5 metres of any public building.
- A maximum of 6 people is permitted on caravan/tent sites.
- We allow one caravan, annexe and vehicle per site or a tent, boat and vehicle.
- Whilst every effort will be made to meet guest requests, **we cannot guarantee cabin/site numbers**. All requests will be considered on an availability basis.
- When booking a special, no further discounts will apply and site/cabin allocation will be at the discretion of management.

- **Bedding Hire**
- \$15.00 per double/queen (one off charge)
- \$12.00 per single (one off charge)
- Additional bedding must be ordered at the time of making the booking as supplies are limited.

### **Guest Behaviour**

- Guests are expected to behave in a manner that is respectful of other visitors.
- Excessive consumption of alcohol will not be tolerated.
- We ask guests to limit excessive noise between 10pm and 8am as a courtesy to other guests.
- Management reserves the right to evict patrons from the park who are deemed to be behaving in a socially unacceptable manner, causing damage, disturbing guests, using unacceptable language or are in breach of any other park rules. All monies will be forfeited.

### **Bikes/Helmets**

- Bicycles and scooters may only be ridden in the park during daylight hours.
- Helmets must be worn at all times.
- Riding around amenity blocks, the park entrance or reception area is not permitted.
- Skateboards, ripstiks and similar items are not allowed in the park. Speed limits apply.

### **Damage/Loss**

- All registered guests shall 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 excluded.
- A \$200.00 fee may be charged if excessive cleaning is required after departure.
- All cabin/en-suite site bookings require credit card details as security.

### **Personal Belongings**

- Big4 The Bend Holiday Park 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 1 month before being donated to local charities.

### **Visitors**

- Visitors are most welcome but are your responsibility
- Visitors must register at the office before entering the park
- Please ensure visitors comply with park rules
- A \$500 fee will be charged for all visitors who wish to use the park facilities

- Visitors must vacate by 10pm