

AGNES WATER BEACH



CARAVAN PARK

Reservation Policy

All bookings require a deposit to secure the site at time of booking.

Peak Booking Deposit excludes Christmas and Easter

7 night minimum applies for School holidays

3 night minimum applies for Long weekends

Campsites \$100

Chalets First Night's Rate

Off Peak Booking Deposit

Campsites \$50

Chalets First Night's Rate

Cheques and Direct Debit payments to be received within 7 days of booking being made, or reservation may be cancelled.

Refund Policy excludes Easter and Christmas

Refund of Deposits and Fees paid are available from Agnes Water Beach Caravan Park and are applied on a Per Site Booking.

Peak Period Bookings

Less than 28 days notice of full cancellation all of deposit is forfeited, where at least 28 days notice of full cancellation has been given, deposit or prepayment will be refunded with the options below

Off Peak Bookings

Less than 7 days notice of full cancellation all of deposit is forfeited, where at least 7 days notice is given deposits or Prepayments will be refunded with the options below

Options

Option A : Full credit to a future booking (to be used within 12 months)

Option B: Refund of deposit or Prepayment less \$20.00 Administration fee for Cash or Credit Card Refunds, \$50.00 administration fee for Cheques or Direct Debit

Note

- No refund for early departure
- No show without notification – No refund or transfer
- Deposits cannot be transferred to another booking or name
- General Poor weather conditions are not considered grounds for a refund or transfer
- We are unable to guarantee requests for specific sites
- All bookings are paid in full at time of arrival at current rates
- If you do not arrive by 10 am on the day after your scheduled arrival date your booking will be cancelled without Refund
- All cancellations need to be advised in writing/e-mail

Christmas 2011 9th December,2011 thru 26th January, 2012

Bookings open 28th February, 2011, taken via phone only, all calls will go to message bank and a return call will be made in order of message.

Phone Number – 07 4974 7802

Criteria – RETURN CAMPER is a camper that has stayed previously during the Christmas Period 9th December, 2010 thru to the 26th January, 2011, NEW BOOKINGS have not stay during the above period.

First Release 28th Febraury,2011

Booking of 5 weeks or more for New Campers, 4 weeks or more for Return Campers

Second Release 7th March,2011

Booking of 4 weeks or more for New Campers, 3 weeks or more for Return Campers

Third release 14th March, 2011

Booking of 3 weeks or more for New Campers, 2 weeks or more for Return Campers

Fourth release 21st,March, 2011

Booking of 2 weeks or more for New Campers, 1 week or more for Return Campers

Fifth release 1st October,2011

Bookings of 1 week minimum with 50% deposit

Christmas Booking Deposit

\$100 per week per site at time of booking, a further \$100 per week deposit required by 30th September, 2011.

Changes to reduce the dates in-occur a \$100 cancellation fee per week or part thereof per site. Changes to booked dates subject to availability up until the 30th September, 2011

Balance of Booked day's payable on arrival.

No Refund or Transfer of Deposit applies to Christmas Deposits

Easter 2012 – 4 night Minimum

Criteria – RETURN CAMPER is a camper that that during the Easter 2010 period, NEW BOOKINGS refer to Campers that did not stay during Easter 2010

Bookings Open 10th Oct, 2011 for Return Campers, New Bookings Open 17th October taken via Phone only, all calls will go to message bank and a return call will be made in order of message received.

Phone Number – 07 4974 7802

Deposits

Campsites - \$100 per site

Chalets – First nights rate

Further payment required by 28th February

Campsites - \$100 per site

Chalets – Second Nights rate

No Refunds or Transfer of Deposit applies to Easter Deposits

Agnes Water Beach Caravan Park - **Booking Conditions & Park Guidelines**

- 1. Office hours** are between 8:00am & 6:00pm; however the office may be unattended at various times during the day. If so please phone 0459371944
- 2. Registration:** Campers and your visitors must register at the office on arrival.
- 3. Cleaning and damage costs:** All sites are to be kept free of litter. Trenches are not to be dug on the sites. Wilful & accidental damage to park property and or sites left in a dirty state will result in the occupier paying cleaning fees or for damages and may be evicted from the park. Where damage is caused by sub-standard or faulty equipment (e.g. power leads and appliances) the site holder will be required to pay. Cleaning fees and damages costs will be charged to the occupiers' credit card.
- 4. Site usage:** Only one Caravan, Tent or Camper Trailer with 1 annex & 1 vehicle (Car, Trailer or Boat) PER SITE. Sites terminate 1m front and back. No structures in front or behind site. Sites are to be vacated by 10am on departure day.
- 5. Day visitors** using showers are charged a fee \$5. Regardless of the length of visit ALL VISITORS must register at the office during office hours before entering into the park. Visitors are to leave their vehicles outside of the park. Also, visitors are not to bring their pets into the park. Visitors are your responsibility; please ensure that they are aware of these rules and conditions.
- 6. Speed limit:** strictly **walking pace** throughout the park.
- 7. Children** are your responsibility; do not allow them to play near other vans, roads, amenity blocks, BBQs, dishwashing area and gas tanks. Children aged 5 & under are not to use the amenities block without being accompanied by an adult. Children under 16 years of age are not to be left unsupervised in the park at any time. Persons under the age of 18 years are not to stay overnight without appropriate adult supervision.
- 8. Bicycles/scooters/skateboards** are not permitted.
- 9. Noise behaviour:** All noise audible to adjoining sites must cease by 10.00pm, the only exception to this rule is pre-arranged functions with management. Please restrain your children from rowdy behaviour before 9.00am. Offensive, illegal and disorderly behaviour including swearing, excessive noise, spitting, and excessive drinking of alcohol will not be tolerated and offenders will be asked to leave the park. Alcohol is to be consumed only on your site – no walking around the park with alcohol (day or night).
- 10. Washing caravans, boats & cars** etc is PROHIBITED – also no fish cleaning, thank you.
- 11. Portable gas heaters:** Please ensure that your portable gas heater and gas bottle is maintained and used in accordance with Work Safe regulations. Minimum 0.5 metre clearance around heaters including over head. Portable gas heaters are not to be used in enclosed areas, such as enclosed annexes and verandas.
- 12. Power/sullage:** only **15amp approved caravan power leads and plugs** can be used. All leads and connections must be in good order. Power leads must not extend to other sites. **Sullage** water from your caravan is to be discharged into bucket or with a hose to the sullage outlet at your site. Motorhome cassettes are to be emptied into dump pit located opposite amenities. Hose provided for cleaning after use.
- 13. Garbage:** Only household garbage, wrapped in paper or in garbage bags, is to be placed in bins. Any meat or seafood scraps must be sealed in plastic.
- 14. Laundry:** hours are between 8:00am & 6:00pm. Washing machine & dryer both take \$1 coins, each with a 35 minute cycle. Cold wash only. Please report machine break downs to management ASAP. All laundry equipment is to be left clean after use. Clothes must not be left in machines or for extended periods on the clotheslines. No lines are to be tied to trees etc. **NO SMOKING OR WASHING OF DISHES IN THE LAUNDRY.**
- 15. Toilets:** Showers and toilets are cleaned daily. Shower cubicles are to be mopped dry after use (mop supplied). An adult must accompany children under 7 years when using the amenities block. Sanitary napkins are to be wrapped and placed in the bins provided. **NO SMOKING**, eating or drinking in the amenities block. Please report toilet paper shortage, breakages and malfunctions. Amenities are keyed so please lock the doors after use. There is a \$10 dollar deposit per key, refundable on return of the key. Deposits are payable in cash or by the holding your credit card details.
- 16. Smoking:** please dispose of all cigarette butts in designated ashtrays.
- 17. Camp Kitchen:** Hours 7 am to 9pm, please keep clean and rubbish to be placed in bins provided.
- 18. Fires** are not permitted in the park or foreshore, this includes BBQ's using Briquettes' Only gas and electric BBQ's can be used.
- 19. Trees, vegetation, soil and sand:** Regulations prevent the cutting, injuring or destroying of trees, shrubs plants etc. Do not hammer nails into or tie ropes around trees. Tree climbing & the removal of sand/soil is prohibited.
- 20. Pets** may be permitted – please enquire as to conditions.
- 21. Care** must be taken of your own possessions. Personal property is your own responsibility. Lock up your property when the site is unoccupied. Management takes no responsibility for theft or damage of your property. Guest property, caravans, cars, tents etc are left at the owner's risk.
- 22. The Management** reserves the right to evict any person contravening these Rules and Conditions or disrupting the harmonious running of this business or causing grievance to the staff, managers or owners of the

business. The management reserves the right to increase site fees or change these rules and regulations without notification. The management has the right to refuse site usage or entry to any person.

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