

Booking Conditions

BOOKING CONDITIONS

Minimum booking periods may apply over selected special events.

Specific cabins or sites cannot be guaranteed, all preferences are taken into consideration.

We reserve the right to relocate a booking from any site or cabin, without notice.

2 nights minimum in cabins on Peak times.

Management reserves the right to change prices without notice.

No specials, discounts or deals apply on peak periods

ARRIVAL AND DEPARTURE TIMES

Accommodation will be available for occupation as soon as practicable after 2pm.

Caravan sites arrival time after 2pm, (sites need to be watered and mowed). Prior arrangements to be made if arriving earlier.

Prior arrangements must be made for arrivals after 6pm.

Check out is 10am. If you wish to extend your booking or have a late check out please make arrangement the day before departure. Late departure fees apply.

PAYMENT

Off Peak – A deposit of one night's accommodation is required to secure a booking. Payment can be made over the phone by Visa/Mastercard. The balance is payable on arrival.

Peak Period & Special Events– a deposit of one night's accommodation is required to secure a booking.

QUIET TIME

Quiet time is 10pm.

GENERAL INFORMATION

Strictly No Washing of Cars or Caravans is accepted on sites at any time.

No fires, at any time **EXCEPT for in our Fire Pit Area** located behind the Camp Kitchen

An Alpha Caravan & Villa Park representative is accessible 24 hours a day for **Emergencies** only.

All registered guests shall be liable for any loss or damage to the appliances, furniture, keys/passes, fixtures and fittings in the accommodation. Fair wear and tear excluded. A credit card imprint will be requested upon arrival as a guarantee that cabins and on site accommodation will be left in a clean and tidy condition and that the no smoking in buildings policy has been respected. A fee may be charged if excessive cleaning is required after departure and will be charged to the credit card.

Alpha Caravan & Villa Park takes no responsibility for the loss or damage of any personal item. Remember to lock your cabin or caravan when not occupied. Also lock your vehicle and remove any valuables; parking is at your own risk. Thoroughly check the accommodation before departure as any items left behind may not be recovered.

BEHAVIOUR

Alpha Caravan & Villa Park reserves the right to immediately evict any guest, visitor or member of the public for any anti-social behaviour, including but not limited to: possession or use of illegal drugs, wilful damage to Alpha Caravan & Villa Parks property, theft, physical or verbal abuse of staff, other guests or the public. In the event of an eviction, all money held or due will be forfeited and the registered guest will be unable to make future reservations at Alpha Caravan & Villa Park.

PET POLICY

Pets are welcome at our Park, as long as the pet is friendly also, but to ensure the enjoyment and comfort of all Park Patrons the Pet Policy must be adhered to by all pet owners. We would like to thank you for your co-operation and hope you and your pet enjoy your stay with us. Your co-operation will ensure all guests have a comfortable stay and that we can continue to welcome pets into our Park.

The following applies:

- Acceptance of any dog or pet is entirely at the discretion of Management. Some dogs maybe refused.
- Pets are welcome on camp sites but are strictly forbidden to enter the amenities blocks, camp kitchen.
- We have one pet friendly cabins. No pets are permitted in any other cabins or on-site accommodation at any time for any reason. Failure to observe this rule will render the guest subject to immediate eviction without refund. Cleaning costs may apply. (up to \$200) No dog may be left unattended at any time. Please take your dog out with you if you leave the park.
- All dogs and cats, including small ones, **must be kept on a leash and under control at all times** whilst in the park. Pets on leads must not infringe on other sites.
- Pet owners must clean up after their pet immediately (this includes children who may walk the pet).
- Barking dogs can detract from the enjoyment of other park patrons. Please attempt to keep your dog quiet. Constant barking or howling cannot be tolerated and may result in eviction.
- All sites must be kept clean at all times
- A pet fee of **\$20** is applicable to **cabin guests**, **No** pet fee is applicable for site guests.

CANCELLATION POLICY

In an event of failure to show on the booked date or unconfirmed cancellation outside of 48 hours prior to the date of the booking, you will be charged a full fee equivalent to the accommodation charges for the period of the booking.

In an event of premature departure after booking in commencement date and before the booking end date you will be charged a full fee equivalent to the accommodation charges for the period of the booking.

This policy is applied to cover the distinct possibility of our inability to re-let the room at that late stage.

A refund or transfer of dates is not given for unexpected departures

OFF PEAK

Notice given less than 48hours prior to arrival date. Deposit forfeited, and Reservation cancelled

Notice given 48 hours or more prior to arrival date

Powered/Unpowered Sites – \$10 Cancellation fee per site – balance refunded

Cabin Accommodation –\$ 30 Cancellation fee per cabin – balance refunded

PEAK PERIODS from 1/5/20 to 31/10/20 which wholly or partially include Special Weekends or events.

Cancellations 48 hours or less of the arrival date will result in no refund – unless the accommodation can be fully rebooked. When accommodation has been fully rebooked – the two options in the Peak Period apply.

Notice given 48hours or more prior to your arrival date

Powered/Unpowered Sites – \$20 Cancellation fee per site – balance refunded

Cabin Accommodation – \$40 Cancellation fee per cabin – balance refunded

SECURITY

A valid credit card will be required on check-in. Your card will be held securely on file to be applied on unpaid balances, damages or excessive cleaning.

CHILD POLICY

Infant 0-2 years old inclusive free of charge on sites, cabin stays pay child rates for a child using a bed, Child 3-14 years inclusive charged child rates, 15 years old and above are charged adult rates.

OCCUPANTS

The quoted tariff is based on the number of adults and children provided at the time of booking. Should the number vary, the tariff may alter. All bookings at the park must include one adult (over 18 years of age) in the reservation with all children to be accompanied and responsible for by an adult during their stay.

TERMS AND CONDITIONS

All terms and conditions are subject to change at any time.