

All accommodation bookings and cancellations at the Goolwa Camping & Tourist Park are taken in accordance with the following policies:

- **Deposit:** The first night's tariff is required as a deposit for all bookings in low and mid-season. Bookings made for high season require 2 nights tariff as a deposit. Once a deposit has been accepted and your booking confirmed, our cancellation Policy applies (*see further below*).
- For all sites, cabin & villas additional adults or children aged 5-15 years attract an extra tariff per night. 2 adults are included in the tariff.
- **Linen:** Hire of linen is available to guests staying in our Villas & Family Villas (linen is supplied to the main bed.) Guests hiring linen can have the bed made on request for an additional \$6.00 per bed provided it has been arranged within 24 hours of check-in. Standard cabins have no linen supplied to the main bed.
- **Tariff:** While our tariffs and promotions generally match the rates shown on our website, all rates and packages are subject to change. Goolwa Camping & Tourist Park have a price increase April each year, it is agreed by you on receipt of your deposit that you accept these terms and conditions. E.G a booking made in October 2010 for May 2011 will be subject to the annual price increase.
- **Minimum nights:** Low Mid High seasons attract different minimum night stay periods please refer to our website or contact reception to verify the minimum night stay periods. Onsite accommodation attracts a minimum 2 night stay on any Friday or Saturday night no matter what the season. 1 night surcharge applies of \$20.00 to all 1 night stay on any Friday or Saturday night bookings. All other minimum night's stay attract the full tariff rate per night for the period of the minimum night stay even in the event you don't occupy the site or the onsite accommodation for the minimum night stay period. Minimum 2 nights stay low & mid-season unless otherwise stated in minimum night stay period on ensuite sites or \$15.00 1 night surcharge is payable.
- **Cancellation Policy: LOW Season** Changes and cancellations for stays must be made more than 72 hours (3 days) prior to arrival. If cancellations are made within three days of arrival the deposit are forfeited cancellations outside these times your deposit will be held as a credit for 12 months.
- **MID & HIGH Seasons (7 days)** cancellation policy applies. Cancellations outside these times a credit will be held for 12 months.
- **Refunds after Arrival:** Unless prior arrangements are made, payment must be made in full at the time of check-in. Please note that no refunds or credits will be permitted after arrival should you vacate early.
- **Extra Cleaning Charge Policy:** A cleaning fee of \$25.00 per hour will be charged if upon departure the accommodation is found to be in an unreasonable condition. Please ensure you leave the on-site accommodation with dishes washed and put away. All rubbish in the allocated rubbish bin outside your accommodation.
- **Non-Smoking Policy:** All internal areas including accommodation and other buildings are non-smoking areas. A \$200.00 cleaning and deodorising charge will apply if this guideline is breached.
- **Lost Property:** Non-perishable lost property is held for a maximum of 3 months, after which the property is offered to charity or otherwise disposed of.
- **Reception Hours:** Reception is open from 9:00am to 5:00pm daily. Guests arriving outside these hours must contact the Park's Reception during reception hours to make alternative arrangements. Guests who fail to arrive on the designated day or who arrive after reception hours without making alternative arrangements will be charged a \$30.00 late check-in fee.
- **Check-in:** Begins at 12:00 noon for powered and unpowered sites, and 2:00pm for all on-site including ensuite Site.
- **Check-out:** Is strictly at 10:00am. A late check-out may be available until 12pm for a fee of **\$25.00**

subject to availability which must be arranged prior to the date of check-out. Late check-out not arranged will incur a fee of **\$35.00** your entry and exit code will expire at the designated check out time.

- **BOOM-GATE:** The code given to you at check-in is for your use at all times and not to be given to visitors no tailgating is permitted to enter the park, any vehicle unable to exit the park due to entering the park incorrectly or when not permitted will be charged an exit fee of up to \$50.00 Anyone found to be giving there code to other parties may result in there accommodation being terminated.
- **Special requests:** Are on a request-only basis and are not guaranteed at the time of booking. Please contact the Park for confirmation.
- A credit card must be produced in the name of the person staying at the park on check-in for onsite accommodation any damage caused, losses, extra cleaning charges or outstanding may be charged against that card. Guests that do not have a credit card may be requested to pay a bind at the Managers discretion.
- **Animals:** We respect people's rights to take their pets with them on vacation, but we regret that we can't accommodate any pets in the on-site accommodation (with the exception of medically certified guide dogs). No check-in will be allowed even if your pets are staying in your vehicle. Pets on sites are more than welcome and out pet policy apply.
- **Jumping Pillow:** All participants or responsible adult of a child under 18 years of age using the Jumping pillow are required to sign a disclaimer at check-in all participants are required to wear the allocated wrist band at all times whilst on the pillow. Anyone not wearing the wrist band will not be able to use the Jumping Pillow.
- In accordance with Australian Standards (AS/NZS 4220), we advise that top bunk beds aren't suitable for children under 12 years of age.
- On Arrival you will be given a park map with the park rules you are to respect and abide by these park rules whilst a guest or visitor at Goolwa Camping & Tourist Park.
- As a Guest of Goolwa Camping & Tourist Park you are responsible for your visitors they are to park in the visitors car park and vacate by 10pm any one not vacated by this time you will be charged the extras person rate.
- We reserve the right to eject any guest from the Park deemed to be behaving in a socially unacceptable manner; that is causing damage or disturbing other guests; who is using unacceptable language; or who is otherwise breaching the Park's rules. No refunds will be given in such circumstances and charges will apply for any damage caused, losses or extra cleaning that result from their behaviour.
- We also reserve the right to refuse a booking at any time from any person reasonably believed to be not the person named on the booking request or the person named on the credit card; from anyone not authorised to use the card; from anyone not able to pay for any charges; from anyone who may cause damage to the property or to other guests; from anyone who exhibits socially unacceptable behaviour; from anyone who may be younger than 18 years of age and not accompanied by a responsible adult; or from anyone who is concealing a dog or unauthorised animal.
- **Long term:** We do not offer any long-term accommodation with our onsite accommodation or tourist sites a maximum 28 day stay in our onsite accommodation and 45 days on our tourist sites per booking.
- **During your stay:** After you have arrived if you have any problems please contact reception if reception is closed please contact the after-hours number 0448 842 334.
- If you have any questions, please call us on 08 85552144 we'll be only too happy to assist you.

## DISCLAIMER

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Goolwa Camping & Tourist Park is an independent member of Family Parks Association, the owner of Family Parks Trademark.

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We try to keep our web site current at all times but there may be occasions when some part of it is out of date because real life circumstances change faster than our web site can accurately reflect them.

Even so, we appreciate that our visitors rely on our web site to be 100% accurate at all times. So we'll happily remedy any inaccurate information as soon as we're made aware of it. If you believe you've discovered an error we should correct or update, please email us about it.

## PRIVACY

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This statement sets out our policies relating to the privacy of your personal information:

Very briefly, this web site is operated in compliance with the Australian Government's Information Privacy Principles which are outlined at <http://www.privacy.gov.au>, and we try to comply with these principles at all times.

Our web site collects the following information from our online visitors: a record of each visit that logs a visitor's IP address, the date and time of their visit, the pages accessed and/or documents downloaded, their country of origin and the type of browser used (this is the same type of information routinely collected by all web servers around the world).

No attempt is or will be made to identify individual users or their browsing activities except in the unlikely event of an investigation where a law enforcement agency exercises a warrant to inspect our service provider's logs. We analyse the information collected by our web server at the end of each month purely to determine our web site's overall usage statistics.

We retain the e-mail addresses of people who send emails to us through this web site for the simple purpose of sending them a response. These email addresses are stored in a secure area of our office network (ie not on the website) and are not used for any other purpose. Nor will they be disclosed to any third party without the consent of the person who originally emailed us.

People who submit email addresses, web sites or other information for linking on this web site are agreeing to have them published on our web site by doing so. We will, however, remove or modify any submitted email address, web site URL or other supplied information on request.

Visitors should also note that this web site contains links to a number of other web sites that are included on the basis of containing content related to our own site's operations and/or as a service to our online visitors. When you click on a link to go to another site, you leave our own web site and are no longer protected by our Privacy Policy.

This privacy statement is periodically reviewed in line with the ongoing development of our web site and/or changes to Australian privacy laws.

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