

AUSSIE GARDENS CARAVAN PARK

Park Rules, Booking & Refund Policy

Booking Confirmation:

- Payment is required to secure each reservation with a deposit equal to but not less than \$100.00. The outstanding balance for the accommodation/site tariff must be paid at the time of arrival. No reservations will be guaranteed without a deposit. The deposit can be paid by credit card, EFTPOS, cash or bank transfer (Visa and MasterCard only). The balance of your account, plus a \$50.00 key deposit and \$25.00 boom gate card deposit are payable upon arrival by cash, credit card or EFTPOS. Please note that cheques are not accepted. Check in time is from 2:00 pm and check out time is between 9:30 am and 12.00 noon during office hours.

- Aussie Gardens Caravan Park is closed during Queensland public holidays and weekends. Arrivals and departures cannot be scheduled on unstaffed days except for powered sites ONLY.

- All stay requires a Bond as follow:

- 1 week stay requires: 1 week rent Bond.
- 2 weeks stay requires: 2 weeks rent as a Bond.
- 3 weeks or longer requires: 3 weeks rent as a Bond.

Cancellation Policy: (All cancellations must be received in writing in person OR via email)

Please note: This policy does not apply after the stay has commenced.

- Cancellations advised within 3 days prior to arrival are fully refundable less a \$30 administration fee. Cancellations inside of 24 hours of arrival will result in forfeiture of all money paid.

- If less than the above-mentioned notice is given for a cancellation, no refunds or credit will be given. This also applies for all date changes/booking alterations. Queensland Government Covid -19 regulations exceptions apply.

Departure/Check out: Check out time is between 9:30am to 12:00 noon on the day of your departure. Earlier departures should be prearranged with management in a timely manner. Should you wish to check-out outside of office hours, please contact management 7 days prior. If you wish to extend your stay (depending on availability) – please notify the office 7 days prior to departure.

- **Please note:** Aussie Gardens Caravan Park requires two weeks' notice prior to the early termination of a tenancy agreement made by the tenant. Failure to provide management with two weeks' notice prior to vacating will result in the forfeit of two weeks rent deducted from the bond deposit.

Key Deposit \$50: If keys are lost or misplaced the deposit will not be refunded. If you need another copy of the keys, you will need to pay another \$50 key deposit.

Boom gate card Deposit \$25: if Boomgate card are lost or misplaced the deposit will not be refunded. If you need another boom gate card, you will need to pay another \$25 boom gate card deposit.

Guest Information:

Our objective as management and staff of Aussie Gardens Caravan Park is for all guests to be able to enjoy a safe and relaxing stay whilst at the park. Please be considerate of others. Please read the following which applies to **all** residents and guests.

1. AMENITIES: Are located next to the pool area (please see caravan park map for exact location). The amenities block is open 24 hours for your convenience. All children under 12 years must be accompanied by an adult and be supervised at all times. Please consider others when using these facilities by leaving them in a neat and tidy condition.

2. BICYCLES, SCOOTERS, ROLLERBLADES and RipStiks: These are allowed during daylight hours, but guests should observe all the road rules including the wearing of helmets and other necessary protective gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. These items are not to be used in the main entrance/exit area, amenities block and the main street of the caravan park.

AUSSIE GARDENS CARAVAN PARK

Park Rules, Booking & Refund Policy

3. CARAVAN PARK FURNITURE AND BELONGINGS: Tenants must not remove any furniture or caravan park property/belongings from inside the dwelling. Tenants are responsible for any damages or loss of any furniture or property of Aussie Gardens Caravan Park. If you need any items removed from inside villa/cabin/caravan, please contact the office to arrange one of our staff members to assist you. If any items are removed and placed outside you will be served with a Form 11 Notice to Remedy Breach.

4. CARETAKER: If you require anything outside of office hours, you can ring **0423 475 771**.

5. DUMP POINT: no dump points available at Aussie Gardens Caravan Park. Please do not empty waste matter from – porta loos, motor homes or caravan toilets in our amenity blocks.

6. FIRES: No open fires are to be lit at any time.

7. GENERATORS: generators are not permitted at Aussie Gardens Caravan Park

8. KEEPING SITE CLEAN: All tenants must keep all surrounding area of the site clean and tidy. There is to be no clutter around villa/cabin/caravan. No items, boxes, rubbish, fridges, washing machine etc... are to be kept outside or under villa/cabin/caravan. Temporary clothes lines are not permitted. On departure, the tenant shall remove all rubbish and surplus materials and leave the site in a clean and tidy condition.

9. LAUNDRY: washing machines and dryers are token operated. Laundry hours: 8.00 am to 8.00pm. Please do not erect temporary clothes lines along the dwelling /side as they will not be permitted. Ironing tables and irons are available from the reception.

10. MAIL: Is kept at the office. Guests expecting to receive mail during their stay please address to: (Guest Name and site number) Aussie Gardens Caravan Park, 65 Holmead Rd. Eight Mile Plains. QLD 4113.

11. PARKING: Parking spaces are allocated for all sites (one car space per site). Please Park your vehicle in the allotted space and not on the roadways or neighbouring spaces. (Boats will only be accepted on site providing they fit and are approved by management). Visitors should park their vehicle at the visitor car park at the front of the property. No visitor vehicles are allowed pass the boom gate access without previous arrangement from management.

12. PETS: De-sexed cats are permitted. Unfortunately, dogs are not permitted. Exceptions apply for service dogs.

13. QUIET TIME: Undue noise is prohibited at all times. No tenant, guest or visitor may make or permit any objectionable noise in the park thereby interfering with the peaceful enjoyment of the other occupiers, those having business with them, or any person lawfully using the common property. A Form 11 (Notice to remedy breach) will be issued, and police notified for excessive noise coming from musical instruments, radios, television, gatherings, or any other form of excessive noise. Quiet time should be observed from 10:00 pm to 7:00am from Monday to Sunday.

14. RUBBISH: All rubbish is to be placed in the large wheelie bins positioned near each site. In the interests of hygiene and to minimise offensive odours, all domestic rubbish **must** be wrapped or bagged before being placed in the collection bins. Failure to appropriately dispose of waste will result in the issuing of a Form 11 (Notice to remedy breach). Littering is not acceptable behaviour or permitted in this park at any time.

15. SECURITY: Please be wary of security. Lock your cars and your accommodations when you leave them. Management/staff and directors will not be held responsible for, or liable to compensate for loss, theft or damage to personal property on or brought into the park.

16. SMOKING: Please note that smoke alarms are installed in all sites.

- ***NO SMOKING INSIDE VILLA/CABIN/CARAVAN/ LAUNDRY AND AMENITIES.***
- ***Smoking STRICTLY outside only***
- ***Penalty fee will be charged if there is any smoke/cigarette odour inside accommodation.***

17. SPECIAL NEEDS: Access friendly shower and toilet facilities are located at the amenities block.

18. SPEED LIMIT: 10km/h All roads in the park are shared between pedestrian and vehicles. Speed limits are walking pace only.

AUSSIE GARDENS CARAVAN PARK

Park Rules, Booking & Refund Policy

19. SWIMMING POOL: See Park map for location. Pool hours: 8.00 am to 8.00pm. Please be aware that there is no lifeguard on duty. Children must be supervised at all times in these areas. The use of the pool is for Tenants only. Please observe the rules to ensure safe use. Do not take glass containers of any kind into the pool areas. Please be aware that no alcohol and food are permitted into the pool area.

20. TELEPHONES: There is a public telephone located directly outside the caravan park entrance on Holmead Rd.

21. THINGS TO SEE & DO: Our reception staff will be happy to assist with any queries you may have.

22. VISITORS: All tenants are responsible for their visitor's behaviour. Visitors should be registered on arrival as requested. This information must include full name, phone number, e-mail address, date and time period of staying. Any visitor that stays overnight must be registered at check in. (Fees apply)

23. WATER: Please ensure that the usage of water from outdoor taps/hoses are used for appropriate lengths of time to minimise water wastage.

24. WATER HAZARDS: Parents and guardians please note the location of the storm pipe which may pose as a water hazard to small children or other non-swimmers. The storm pipe is clearly identified on our site plans and strict supervision should be maintained to prevent children and non-swimmers from gaining access. Aussie Gardens Caravan Park, its Owners, Directors, Employees or Agents shall not be held responsible or liable for any death or injury caused to any persons directly or indirectly through gaining access to any other water hazard in the park. Aussie Gardens Caravan Park hereby indemnifies and holds harmless, its Owners, Directors, Employees or Agents from any actions, claims or other suits or demands which may arise as a result.

25. EVACUATION PLAN: Please make yourself familiar with our evacuation plan in case of any unforeseen emergency. In case of emergency, please remain calm and follow instruction from staff. For afterhours emergencies only, please call 0412 664 816 or 000 in cases relating to FIRE, POLICE or AMBULANCE.

26. NOT ALLOWED LIST: The following list highlights items which are not allowed under any circumstances:

NO ILLEGAL DRUG USE, NO EXCESSIVE USE OF ALCOHOL, NO UNDUE MESS AROUND SITE, NO UNREGISTERED OVERNIGHT GUESTS, NO UNDUE NOISE, NO ACTS OF VIOLENCE OR ABUSE, NO SMOKING INSIDE DWELLING AND AMENITIES BLOCK, NO UNREGISTERED VEHICLES, NO SKATEBOARDS/RIP STIKS OR SIMILAR ITEMS AND NO 'L' PLATE DRIVERS.

27. DAMAGES: Damages made to the dwelling, white goods, electrical equipment, or any other belongings of Aussie Gardens Caravan Park caused by tenants and/or their visitors will be deducted from the Bond.

28. Electrical Safety: Only 15 amp (tested and tag) should be used to connect caravans to the parks' electrical supply outlets. The use of double adaptors is not allowed! To avoid underground electricity and water damage, pegs or anchor stakes may be driven into the ground to a maximum depth of 400mm.

29. PLASTIC COVERS, CARPETS OR MATS OUTSIDE TENTS OR CARAVANS ARE NOT PERMITTED ON ANY LAWNED AREA. SHADE CLOTH OR SIMILAR IS WELCOME.

30. LOCAL TOURIST INFORMATION AVAILABLE AT THE RECEPTION.

CCTV cameras are recording 24 hours. We reserve the right to protect our lawful interests and deter security incidents such as theft, vandalism, unruly behaviour, and violence. To protect the privacy of our tenants and guests, Aussie Gardens Caravan Park prohibits the following: no photos, videos or audio recordings are permitted on premises without clear consent.

*** FAILURE TO COMPLY WITH ANY OF THE ABOVE OR ANY PARK RULES MAY RESULT IN GUEST BEING ASKED TO VACATE & LEAVE THE PROPERTY WITH NO REFUND ISSUED***

Please enjoy your stay!