



TERMS and CONDITIONS - CAMPING

Last updated: 25th November 2018

Cancellation Policy

- **Standard Fee:** All cancellations will incur a \$30.00 fee and merchant fees associated with credit cards (as applicable) are non-refundable.
- Bookings cancelled within 14 days prior to attendance will incur a cancellation fee equal to the deposit/payment made – **full amount and non refundable.**
- Bookings cancelled between 15 and 30 days prior to attendance, will incur a cancellation fee equal to the deposit/payment made or (where circumstances permit) be offered to transfer payment to an alternative selection of dates suitable to both company and guest. Transfers are by management decision only and must be made within the same financial year – cut off date 30th June of any given transferrable year.
- All cancellations greater than 30 days will incur the standard fee only.

Pets Policy

- NO pets are permitted unless registered guide dogs with discretion of owner/manager.
- Guide Dogs being allowed will incur a pet bond of \$100 plus an additional cleaning fee of \$100 unless otherwise specified.

Booking Conditions

All Camping/Caravan style stays are subject to the following terms and conditions:

- The 'Balance' is required in full 30 days prior to arrival or on the due date as displayed on the reservation/booking form.
Cash, credit card or direct credit are accepted unless auto payment system selected – then secure auto payment system will engage and customer chosen cards will be debited according to payment instructions as per reservation documentation.
- The Host Guest or Company (whichever is applicable) will be liable to pay any charges incurred by any guest including replacements and costs for damage or loss to the Property.
- A 'Security and Cleaning Bond' of \$100 is required on arrival - fully refundable post inspection on day of departure, providing the following items are adhered:

- ~ We have a NO TRACE policy - please remove all rubbish and cigarette butts prior to departure
- ~ Cleaning and scaling of fish is not permitted on the property unless securely wrapped and disposed of immediately in offal bins at the Peaceful Bay Refuse Site.
- ~ The Site location must be kept as pristine as possible - therefore removal of trees, botanical limbs or other such matter is strictly prohibited without prior permission from owners.

Cigarette butts must not be discarded in surrounding bushland – they must be disposed of responsibly to prevent fire hazards and ensure safety of others. We must insist on fire bans if and when the Shire demands and therefore cannot guarantee permission of fires and/or machinery operation if this protocol is invoked during your stay.

All rubbish and recycling to be placed into bin provided at office or removed from the property.

Failure to comply with any of the above may attract an excess cleaning charge of \$100.

- The Property must not be used for unlawful purposes, vehicles can only be parked in designated areas and guests are requested to adhere to noise abatement rules to ensure all have peaceful enjoyment of the location.
- Occupancy will commence and end as per itinerary dates unless otherwise agreed.
 - ~ All visitors must exit the Property by 10pm please.
 - ~ Any additional guests not detailed in original booking and staying overnight will incur standard nightly charges.

Check-in	Between 2pm and 5pm
Early Check-in	Can be accommodated in some circumstances (please discuss with office staff)
Late Check-in	5pm to 7pm (Available with prior notice only) – arrival is not recommended after dusk as there is no property lighting which may prove challenging for locating and setting up camping/caravan sites.
Check-out	Between 9am and 10am
Early Check-out	7am to 9am (available please discuss with office staff)
Late Check-out	Between 10am and 12pm – options are available with prior discussion

Please be aware

All guests automatically agree to these terms and conditions when booking with Nutkin Lodge.