

## Park Rules

### Arrival and departure

Check-in time is 2pm | Check-out time is 10am

All accommodation tariffs to be paid in advance and are not refundable after check-in.

If you require a earlier check-in or late check-out please speak to our Customer Reservations Team.

### Your site

Please keep your cabin or site clean and tidy and use the facilities provided for drying clothes and rubbish disposal. Everyone appreciates a well kept site, so please remember that we do not allow trenches to be dug in the park, under no circumstances.

### Children

Children (12 years of age and younger) must be accompanied and supervised by an adult when visiting the showers, toilets, playground and swimming pool areas.

### New arrivals

New arrivals and guests must report at the office before entry to the park. Guests are responsible for their visitors behaviour. Visitors vehicles to be left outside the park. Please ensure all visitors have vacated the park by 10pm unless they have been allocated a booking with our Customer Reservations Team.

### Dogs

Dogs are welcome at Lake Hume Tourist Park. Dog owners must take full responsibility for their pet and to ensure they do not disturb other guests when on the property. Dogs are not permitted in or at cabin accommodation or communal areas and must be kept on a leash at all times. Owners are responsible for the cleaning up after your pet which also includes toilet duties too! No barking or yapping is allowed and dogs must not be left unattended in the park. All dog owners, whether you have expressly agreed to or not, assume liability regarding your dog being on our premises and indemnify us against all and any damages, all or any claims or other suites that may arise as a result of your dog being anywhere in our caravan park. Any breaches of the above may see eviction from the park and forfeiture of all monies paid.

### Vehicles

We permit a maximum of two vehicles / or one vehicle and one trailer per site / cabin. Vehicles must be parked on your site unless directed by the Customer Reservations Team.

### Speed limit

In the interest of safety, the speed limit throughout the park is WALKING PACE only, not exceeding 10kph.

### Bicycles, scooters and skateboards

We consider ourselves as a family friendly park where bicycles, scooters and skateboards are permitted. However, it is essential that safety equipment is worn at all times and not to be ridden after dusk or in communal areas. No trail, quad or mini bikes are permitted within the park.

### Swimming pool

Alcohol, glass and pets are prohibited in the swimming pool and surrounding area. The use of the swimming pool and surrounding area is prohibited after dusk.

### Noise and behaviour

In the interest of all guests enjoying their stay, we ask that excessive noise is ceased by 10pm. Music and TV's should not be audible to adjoining sites. Parents are responsible for ensuring their children do not disturb the peace and quiet of other park guests. Offensive behaviour or rowdy parties will not be tolerated and will result in the offenders being evicted from the park. Excessive use of alcohol is an unacceptable condition of your stay.

### Boomgates

Misuse of the boom gates including tailgating, sharing your boom gate pin or allowing other vehicles other than your own, into the park will result in eviction from the park. No refund will apply.

### Fires and open flames

Open fires are only permitted in a fire vessel at camping sites only, with a minimum clearance of 200mm off the ground. Definitely no fires on the ground. Strictly no fires in and around cabins. Fire restrictions may apply. No fires or open flames are permitted during Total Fire Ban days.

### Smoking

No smoking is permitted inside caravan park buildings and enclosed public areas. Please dispose of cigarette butts appropriately.

### Petrol / gas

Storage is strictly forbidden in the park.

### Property

Any person found to be damaging park property or that of other guests will be evicted from the park and will be held responsible for repair costs. Additional cleaning costs are applicable if cabins are not left in a clean and tidy state when you check-out.

### Trees and landscaping

Removal or damage to trees, shrubbery or park grounds is strictly prohibited.

## Park Policies

### Cabins or sites

Unfortunately we cannot guarantee particular numbered accommodation during booking or on check-in.

### Linen

Linen is provided on at least the main bed. Additional linen can be hired for a small fee per bed and is subject to availability. Please speak to our Customer Reservations Team in relation to your needs.

### Bookings

All bookings require a deposit to be placed on them at the time of reservation. Without a deposit, we are unable to make you a booking. The minimum deposit payable is equivalent to one night's stay.

Peak and mid season bookings require full payment to be paid by an assigned date (which is approximately 2 months prior to holiday season commencing). Once full payment has been made you are committed to the nights you have booked. No credit or refund will be given should you choose to make an early departure. Should you need to cancel your booking, prior to full payment, your initial deposit will be lost as it is non refundable and non transferable. Cancellations occurring after full payment has been received, will result in the money being paid being transferred for a future stay at Lake Hume Tourist Park within 12 months from your cancellation date, minus a cancellation fee. Please note you can only defer your booking once.

Low season bookings are able to be transferred or cancelled only if two (2) weeks' notice prior to arrival is given. We must receive a letter or email to be able to refund to a credit card, prior to any refund. Deferring can only happen once with any booking and if the 2nd booking cannot be kept the whole deposit is lost. Any deferred dates must be within 12 months of the original booking date.

### Tree risk

We have many trees in our park that drop branches and debris. Staff are continually pruning to reduce the problem. Major contract pruning is also carried out twice yearly to further reduce the risk.

We cannot accept any responsibility what so ever for personal injury or damage to personal property from falling branches or debris.

### General

Prices, rules and policies are subject to change without notice, Park Management reserves the right to evict any person who fails to obey the park rules. Eviction from the park will result in forfeiture of all monies paid.

**If you would like to discuss any of the above, please speak to our Customer Reservations Team.**