

## Terms and Conditions:

The balance of the reservation is payable in full on arrival. Sites and Units are allocated at the discretion of management who reserve the right to alter if necessary or cancel tenancy at any time. Reservations are a contract between Beachaven and the person named on the reservation and is not transferable to any other person. This means that the named person must occupy the Site/Unit for the duration of the contract and is ultimately responsible for all occupants and visitors of that Site/Unit. Any alteration to the number of guests requires management's approval.

### Gate Code/Bands

A gate pin code will be issued on arrival which is required to enter and exit the Holiday Park. It is important that children do not use the code and that you do not disclose it to others. Holiday Park passes in the form of wrist bands may also be issued on arrival; these must be worn at all times within the Holiday Park.

### Deposits:

Peak/High season – A deposit equivalent to two nights stay (for units) and \$200 (for sites or full payment if booking is less) is required to confirm the reservation. Reservations are only confirmed on receipt of deposit and signed booking form.

Mid/Low season – A deposit equivalent to one night's stay is required to confirm the reservation. Reservations are only confirmed on receipt of deposit and signed booking form.

### Minimum Stay Requirements:

26 December – 2 January: \_\_\_\_\_ 7 nights

(Bookings including the 31 December must have an arrival date of 26 December or before)

2 January – 29 January incl \_\_\_\_\_ 2 nights

Easter: 3 nights

Other Public Holidays: 2nights in units

### Cancellations:

Peak/High season – Cancellation of any booking will incur a \$50 booking administration fee. There will be no refund for late or early departures. There is no refund of the deposit if the reservation is cancelled within 42 days of arrival. Cancellation prior to 42 days of arrival will receive a 75% refund.

Mid/Low season – Cancellations and alterations to any booking will incur a \$20 booking administration fee. There will be no refund for late or early departures. A 75% refund will apply to cancellations 14 days or more before the date of arrival. No refunds will apply to cancellations within 14 days of the date of arrival.

Alterations: Alterations can be made subject to availability to Mid/Low seasons only, and may require a site/unit and tariff change. Management reserve the right to cancel a reservation if the alteration reduces the reservation to below minimum stay requirements and cancellation penalties will apply. No refund will be made should guests alter or leave before their reserved departure date.

**Holiday Rules:** All rules set by management on Beachaven are to be abided by.

**Visitors:** Visitors are the responsibility of the registered guest and must leave quietly before 9.00pm. Visitor cars are to be parked outside the Holiday Park. Visitors must report to the office prior to entering the park and pay any visitor charges. Any unpaid charges are the responsibility of the registered guest.

**Damages:** Management will charge additional costs for damages and/or additional cleaning required to the Holiday Park Property.

**Quiet/Noise/Conduct:** Please be thoughtful of your fellow guests at all times. Complete quietness between the hours of 10 pm and 7.30 am is strictly enforced. The management reserve the right to cancel tenancy at any time if any person or group, who in the opinion of the management, behave in an objective manner or contravene the Holiday Park Rules. There will be no refund of fees paid. No loud swearing or bad language permitted.

**Alcohol:** Permitted on guest sites/units and within the dining room and BBQ areas only and will not be tolerated around the grounds or in other communal buildings. Excessive drinking & parties are forbidden. (To help recycling please limit bottles/glass – use cans where ever possible).

**Cyclists:** Please ensure you bring and wear bike helmets.

**Pets:** The manager or staff reserves the right not to accept any pet or pets into the Park; we do not accept pets from the 26<sup>th</sup> December until the 8<sup>th</sup> February. All pet owners to the Park must complete and sign the Pet Policy Agreement in full on arrival or prior.

**Caravans/Campervans:**

Must have an electrical warrant of fitness and comply with LPG Standard (AS/NZS3100). All campervans and caravans must have their own wastewater container. Chemical toilets must be emptied in dump stations only. Management reserves the right to disconnect any caravan/campervan that does not have a current electrical warrant of fitness.

**Tents:** Electricity can only be connected through an approved isolating transformer or RCD Safety Switch some are available for hire from reception, however bookings are essential. Management reserves the right to disconnect any RCD leads it deems as unsafe.

**Behaviour Bond:** A behavior bond of \$50 per person may be charged at management's discretion. This bond will be refunded providing that all members of the group follow the Holiday Park rules (as instructed at time of arrival), if the group or a member of the group is unable to follow the Holiday Parks rules, they will be asked to depart the premises and no refunds of fees or bond will be given.

**Hazards:** Within the Holiday Park, we would like to bring to your attention the following hazards: The banks and roadways that form part of the environment within the Holiday Park. The playgrounds and trampoline (use at own risk and within signed guidelines). Any wet floor areas. Please note these hazards for your own safety and take due care ensuring that your children are also aware. Please note hazards are not limited to these indicated above and if any other hazard comes to your attention, please advise the Holiday Park Managers as soon as possible.