

GOLDEN TERRACE HOLIDAY PARK – TERMS AND CONDITIONS

Pets *not* accepted in Villas

NO campfires, or fire pits permitted on these premises.

○ BOOKINGS AND CHECKING IN

- ALL GUESTS ARE TO REPORT TO THE OFFICE ON ARRIVAL TO THE PARK. ALL FEES ARE DUE ON ARRIVAL AND NON-REFUNDABLE
- CHECK-IN TIME IS between 2pm and 5pm UNLESS OTHERWISE APPROVED
- CHECK OUT STRICTLY 10am. LATE CHECK-OUT NOT AVAILABLE UNLESS OTHERWISE APPROVED BEFOREHAND

○ CANCELLATION FEES

- A \$50 NON-REFUNDABLE BOOKING FEE WILL BE CHARGED WHEN BOOKING WHICH WILL COME OFF YOUR TOTAL FEE DUE UPON CHECKING IN.
- WE REQUIRE 7 DAYS NOTICE OF CANCELLATION –
 - **HOWEVER:**
- **DURING THE EASTER PERIOD (INCLUDING SCHOOL HOLIDAYS), AND FROM DECEMBER 23 TO JANUARY 31; TRAVELLERS WHO CANCEL LESS THAN 7 DAYS PRIOR TO 2PM ON THE DAY OF CHECK-IN (INCLUDING NO SHOWS), WILL BE CHARGED 1 FULL NIGHTS FEE (EXCEPTIONS MAY APPLY)**

○ PARK RULES AND REGULATIONS

- VISITOR PARKING, OR EXTRA VEHICLES NOT PERMITTED IN PARK AND MUST BE PARKED OUTSIDE THE PARK GROUNDS
- **NO CAMPFIRE, FIREPITS OR OPEN FIRES PERMITTED IN PARK**
- NO-ONE UNDER THE AGE OF 18 IS PERMITTED TO STAY IN PARK WITHOUT PARENTAL SUPERVISION
- NO NOISE OR VISITORS AFTER 10PM. QUIET TIME IS FROM 10pm to 8am.
- WE HAVE A ZERO TOLERANCE POLICY FOR DRUGS, LOUD MUSIC, PARTIES, DRUNKEN AND VIOLENT BEHAVIOUR. ANYONE BEHAVING IN AN OFFENSIVE MANNER WILL BE ASKED TO LEAVE THE PARK AND NO REFUND WILL BE GIVEN. ***Remember there are other guests in the park too.***
- NO SMOKING IN CABINS, VILLAS, LAUNDRY, AMENITIES BLOCKS OR INSIDE CAMP KITCHEN
- THE BBQ IS FREE BUT PLEASE REMEMBER TO TURN OFF THE GAS AT THE WALL. TURN OFF THE SWITCH ON THE WALL FOR THE OVEN AFTER USING.
- PLEASE CLEAN AND GUT ANY FISH ***BEFORE*** RETURNING TO THE PARK. FISH CLEANING AREAS NOT PROVIDED. DO NOT GUT AND CLEAN FISH IN CABINS, VILLAS, OR CAMP KITCHEN.
- DO NOT KEEP BAIT IN ANY OF THE FRIDGES IN YOUR ACCOMMODATION OR THE CAMP KITCHEN FRIDGE
- BINS ARE PROVIDED THROUGHOUT THE PARK. PLEASE HELP US KEEP THE PARK SURROUNDS RUBBISH FREE.
- A WASHING MACHINE AND DRYER ARE PROVIDED FOR USE IN THE LAUNDRY. EACH MACHINE TAKES 3X\$1 COINS TO OPERATE.
- THERE ARE A FEW TEA, COFFEE AND SUGAR SACHETS PROVIDED FOR YOUR ARRIVAL, BUT WE DO SUGGEST IF YOU WILL BE STAYING FOR A FEW DAYS TO BRING SUPPLIES TO KEEP YOU GOING FOR THE DURATION OF YOUR STAY. WE DO NOT PROVIDE YOU WITH MILK SO YOU MAY WANT TO BRING SOME ALONG.
- CHILDREN MUST BE SUPERVISED DURING YOUR STAY – ESPECIALLY IN THE POOL AREA!
- DO NOT ALLOW CHILDREN TO THROW STONES OR OTHER FOREIGN OBJECTS INTO THE POOL
- NO GLASS, ALOCHOL, FOOD OR SMOKING IN POOL ENCLOSURE.

○ PET POLICY

NO pets permitted in Villas at any time!

Charges and immediate eviction may be incurred should these guidelines not be followed.

- PETS ARE WELCOME ALL YEAR ROUND IN THE PARK AND MUST BE KEPT ON LEADS AT ALL TIMES AND NOT CAUSE A NUISANCE TO OTHER GUESTS DURING THEIR STAY.
- Well behaved dogs are most welcome.
- Please refrain from allowing your dogs to enter cabin if wet or dirty.
- Please, please, do not allow your dog to bark. If we receive complaints from other guests, you will be asked to control your dog or vacate the premises.
- Please bring your own dog bedding as pets are strictly prohibited from using the bedding or furniture in the cabins and clean up after them or an excess dry-cleaning fee may be charged back to you.
- Please ensure your dog does not scratch holes in the flyscreens or the cost to repair will be charged back to you.
- A maximum 2 dog limit is imposed in the park.
- DO NOT WASH DOGS IN SHOWERS IN CABINS OR AMENITIES BLOCKS. DOG WASHES CAN BE FOUND AT THE CARWASH BEHIND THE CENTRAL HOTEL AND OUT THE FRONT OF PETSTOCK.
- DO NOT LEAVE DOGS UNATTENDED AT THE PARK AT ANY TIME, EVEN THE BEST-BEHAVED DOGS MAY BECOME ANXIOUS AND DESTRUCTIVE WHEN LEFT ALONE IN UNFAMILIAR SURROUNDINGS. EXCESSIVE BARKING WILL NOT BE TOLLERATED
- **Please ensure you clean up any little surprises your dog may leave around the Park's grounds or gardens! It is not fair for the housekeeper or other guest to have to pick up after your dog, and a surcharge to your stay may apply.**

As a pet owner please be responsible for your dog's behaviour and well-being as even the calmest, best-behaved dogs can easily become distressed in strange environments.

We hope you enjoy your stay here with us at Golden Terrace Holiday Park!