

### 1. INTRODUCTION

McKinlay Shire Council (MSC) as owners of the Julia Creek Caravan Park acknowledge the increased visitation and revenue associated with the improved reputation and significant expenditure on facility and infrastructure upgrades. The Julia Creek Caravan Park is now a well sought after destination amongst the touring demographic and MSC needs to ensure the continued financial viability of the site. Outlined within this document are the Caravan Park Bookings Terms & Conditions, and Park rules, which guests are encouraged to abide by at all times whilst on site.

### 2. POLICY OBJECTIVE

The policy aims to provide Caravan Park Managers a structure for receiving bookings, taking payments and dealing with cancellations. The policy should ensure a significant amount of financial stability and retained revenue which can often diminish as a result of guests not honoring their scheduled bookings. The policy also aims to provide guests with an overview of their responsibilities and obligations whilst a guest at the park.

### 3. SCOPE

This policy applies to Caravan Park Managers employed on a contractual basis by MSC as well as visiting guests at the park.

### 4. POLICY CONTENT

This policy is noted under the terms and conditions under which a booking is accepted. Guests are reminded that by placing a booking they agree to abide by the terms and conditions as published on Council's website and within this document.

#### Terms & Conditions

- **Check-out is strictly 10am.**
- **Check-in for Caravans/Camper-trailers/Motorhomes is 11am; Check-in for Cabins/Dongas is 2pm.**
- No refunds will be provided for early departures. Please see below for information relating to cancellations.
- No smoking in cabins or dongas – minimum \$150 fee applies.
- Please leave cabins & dongas in a tidy state with dishes washed and dried. Any damage to property or excess cleaning will be charged accordingly.
- No pets are allowed in buildings including camp kitchen and amenities blocks and owners are liable for any damages their pets may cause. Pets are required to be always contained within your site and on a lead within Caravan Park grounds. Owners must clean up after their pets - \$150 fee is applicable for failing to adhere to this rule.

## CARAVAN PARK BOOKINGS TERMS AND CONDITIONS POLICY

- Guests travelling with pets are unable to book self-contained cabins/dongas – a minimum fine of \$200 will apply if pets (or evidence of) are found inside Caravan Park Buildings.
- Excessive barking will not be tolerated.
- No pet bedding to be washed in Caravan Park washing machines or sinks.
- As a pet owner, you are fully responsible for the actions of your pet and you agree to indemnify the Julia Creek caravan Park in respect of any incident however arising, involving your pet which results in injury, damage, or loss to another person.

Julia Creek Caravan Park ('Park') management, staff or agents ('we') reserve the right to, at any time, to move a guest to another site in the park. We reserve the right to revoke a booking, at any time, without assigning any reason. Guests are liable for all damages, breakages or losses to any property of the park caused by negligence or improper use. All reasonable cost of repairs/replacement shall be borne by the guest. We accept no responsibility whatsoever for caravans and or vehicles and their contents whilst they remain in the park. By staying with us, you agree to these terms and conditions and any penalties that are incurred.

### Julia Creek Caravan Park Rules

- All QLD Road Rules apply to vehicles entering the Caravan Park.
- **Please observe the 5km/h Speed Limit.**
- **Quiet time is 10pm** – please be considerate of other guests.
- All patrons using the camp kitchen and facilities are required to always leave the shared areas clean and tidy once finished. Please ensure lights and TV at camp kitchen are turned off at night.
- **Fires are not permitted** in personal campsites, only at communal campfire area.

### Payments

#### Accommodation:

Julia Creek Caravan Park provides a variety of options to suit our guests, including both powered and unpowered sites, twin-single units, and self-contained cabins. To secure your booking, full payment for the total accommodation cost is required at the time of booking and must be completed prior to your arrival. Payments can be made via EFTPOS or Electronic Funds Transfer (EFT).

#### Artesian Bathhouse Experience:

Our park features six (6) bathhouses, with rates and schedules for both peak and off-peak timeslots available on our website and at Reception. Guests wishing to book an Artesian Bathhouse Experience must pay in full at the time of booking and before arrival. Payments can be made via EFTPOS or Electronic Funds Transfer (EFT).

### **Cancellations Policy:**

MSC understand that plans may change, and guests may need to cancel or modify their bookings. Please note that all cancellations will incur a non-refundable booking administration fee of \$20.00. Refunds and deposits will only be issued under the following conditions:

#### **Peak Season (April – September):**

- **Cancellations made at least 7 days prior to check-in:** A full refund of the accommodation or bathhouse experience booking, or deposit, will be provided, minus the booking administration fee. Please note, this does not apply during long weekends or special events (e.g., Dirt ^ Dust Festival).
- **Cancellations made less than 7 days prior to check-in:** No refund will be given. However, the amount paid (minus the administration fee) will be credited for future use, valid for twelve (12) months from the cancellation date.

#### **Off-Peak Season (October – March):**

- **Cancellations made at least 48 hours prior to check-in:** A full refund of the accommodation or bathhouse experience booking, or deposit, will be provided, minus the booking administration fee. This does not apply during long weekends or special events (e.g., Dirt & Dust Festival).
- **Cancellations made less than 48 hours prior to check-in:** No refund will be given, but the amount paid (minus the administration fee) will be credited for future use, valid for twelve (12) months from the cancellation date.

### **Julia Creek Dirt & Dust Festival:**

We recognize the high demand for accommodation during the annual Dirt N Dust Festival. Therefore, cancellations for bookings during the festival dates will not be eligible for a refund. By booking during the festival, guests accept full responsibility for these terms.