

Terms and Conditions



This statement from Bowen Palms Caravan Park indicates that by making a booking directly with them or through their website, you are agreeing to their booking conditions not only for yourself but also on behalf of anyone else included in your booking. This means that all individuals listed under your reservation must abide by the terms and conditions set forth by the caravan park.

GENERAL

Here's a streamlined version of the park's rules and policies:

1. **Occupancy Limit:** Maximum of 2 adults per cabin or site.
2. **Reservation Policy:** Persons under 18 cannot make reservations. Unaccompanied minors are not allowed as guests.
3. **Booking Changes:** Park management can cancel or alter bookings at their discretion.
4. **Parking:** One car space per site. Extra vehicles must be parked in designated visitor areas or outside the park.
5. **Structures:** Only one tent, caravan, or camper trailer per site. Additional structures need Park Manager approval.
6. **Damages:** Clients will be charged for any damage to park property.
7. **Smoking Policy:** Smoking is prohibited in all park accommodation and buildings, including cabin decks and verandas. Please use designated smoking areas

CHECK IN/CHECK OUT

Check in is from 11am for campsites and 2pm for cabins. If arriving after 5pm, please contact Park Reception prior to closing time. Check out is at 10am on the day of departure. Late check outs may be arranged - a fee may apply.

DEPOSITS AND PAYMENTS

- We accept Visa and Mastercard for online and phone bookings. For card payments a transaction fee of 0.05% will apply.
- Bookings are not transferable to other persons.
- A deposit of at least one night's accommodation is required at the time of booking for all bookings made outside 30 days of arrival.
- Full payment is required 30 days prior to arrival to confirm the booking.

SECURITY BOND

Upon arrival at the park, you'll need to provide a credit card for incidental charges during your stay. If you do not provide a credit card, a \$200 cash bond will be required. This bond will be refunded upon check-out, provided there are no additional charges and all keys and/or rented items are returned in their original condition.

BOOKING CHANGES

If you wish to modify your booking, please contact our helpful team at info@bowenpalms.com.au or 07 4786 2994 before your arrival. Please note that fees may apply for any adjustments to your stay.

CANCELATIONS AND REFUNDS

If you need to cancel your booking, please be aware of the following policies:

- Cancellations up to 30 days before arrival: \$40 fee for cabins and \$20 fee for sites.
- Cancellations 14 to 30 days before arrival: 50% of the total booking cost.
- Cancellations within 14 days of arrival: 100% of the total booking cost.
- No refunds: For cancellations within 14 days of arrival, early departures, no shows, change of mind, inclement weather, or if asked to leave for breaching park rules.
- Park Management: Reserves the right to cancel or amend any bookings.
- Pricing: Subject to change.
- Credit/Debit Card Details: Required to secure all bookings.
- Surcharge: A 0.5% fee applies for Visa and Mastercard payments.

Additional Fees and Charges

- Site Extras – \$10 per night applies to boats, extra vehicles and trailers. Subject to availability.
- Dog Cleaning Fee – A fee of \$40 will be charged to guests not abiding to the pet policy.
- Cleaning Fee – A minimum of \$100 will be charged if the cabin/site is left in unsatisfactory condition upon departure. This includes breach of the non-smoking policy.
- Cleaning Fee – A minimum of \$500 will be charged if nappies and or pads are disposed of into the sewage system.
- Late Departure – subject to availability and prearrangement with park management. Fees may apply.

NUMBER OF GUESTS

All cabin, site and campground bookings are for two (2) people. At least one adult must be in each group. Extra adults and children are an additional cost. A child is classified as aged 3-16 years. Infants under 3 years are free.

CAMP SITE AND CABIN GUARANTEES

We reserve the right to relocate bookings as needed to manage our business effectively. While we strive to accommodate guests as requested, there may be times when we need to move bookings to a different site or cabin. If this happens, we will make every effort to inform guests of the change before their arrival. We will aim to provide alternative accommodation of a similar standard (for cabins) or at a comparable location (for sites).

PET POLICY

Dogs are not permitted in cabins or villas. Please contact the park directly for further details and to book.

- Pet Bookings are to be made with the park and are not bookable online.
- Approval for your pet to stay at the park is at the park manager's discretion.
- You must register your pet at check-in and provide the park with the signed waiver and pet's registration certificate. Arrival with additional pets or different pets on check in may result in the booking not being honoured and forfeiture of all monies paid.
- Pets must be healthy and free of parasites e.g. worms and fleas.
- Pets must be kept on a lead at all times while within the park.
- Pets must be supervised by you at all times while in the park.
- No pets are permitted in or around cabins and villas at any time.
- Pets are not permitted in the communal areas (including reception, camp kitchen, amenities, BBQ areas and swimming pool) for health and safety reasons.
- Do not use the communal laundry facilities, including sinks, to wash your pet or its bedding.
- To ensure the right to quiet enjoyment is maintained for all guests please restrict excessive noise.
- Please make sure you clean up after your pet. Mess must be cleaned up immediately and disposed of in the appropriate bins. Fees apply to con compliant pet owners.
- No pet is to be left unattended including in caravans, tents or trailers at any time.
- If the park manager reasonably considers that you have not complied with this policy or your pet acts in any way considered to be aggressive, dangerous or destructive, park managers reserve the right to ask you to vacate the park and terminate your stay, in which case you will not be entitled to any refund of monies paid.
- You are at all times responsible for the management of your pet while within the park.

CLEANING AND DAMAGE

Cabins should be left tidy and in working order. Please ensure that dishes are cleaned, dried, and returned to their proper places. If a cabin is left excessively dirty, dishes are not washed, or there is damage, a fee will be charged to your credit card for the additional cleaning or repair time required.

Our cabins are non-smoking. If smoking is detected in a cabin, a fee will be charged to cover the cost of cleaning to remove the smell and any lost revenue due to the cabin being unavailable for sale.

YOUR RESPONSIBILITIES DURING YOUR STAY

The obligations outlined by Bowen Palms Caravan Park for guests booking with them are focused on ensuring safety, compliance with rules, and responsible behaviour during your stay:

1. Safety and Compliance:
 - You are responsible for your own safety and the safety of others by following all rules, guidelines, and signage within the park.

- You must also comply with reasonable requests from park management.
- 2. Check-out and Key Return:
 - Check-out time is by 10am unless you have made alternative arrangements with the park prior to arrival.
 - All keys must be returned to reception upon check-out.
- 3. Supervision of Children and Compliance with Rules:
 - Children aged 14 and under must be accompanied and supervised by an adult at all times while at the park. This includes full-time supervision in areas.
 - You must adhere to signed speed restrictions within the park premises.
- 4. Security Measures:
 - It's your responsibility to securely lock your accommodation and personal or recreational equipment when they are not in use or are unoccupied. Personal insurance is advised for guests.
- 5. Responsibility for Others:
 - You are accountable for ensuring that all individuals staying under your booking and your visitors at the park comply with these obligations.

Some other things you should know:

- Pets– your pets are welcome but you must comply with our pet policy. If you are in breach of the pet policy and allow pets inside accommodation, you agree to pay for all reasonable extra cleaning costs as a result of you doing so.
- Assistance animals– assistance animals are welcome at all of our parks. If you intend to be accompanied by an assistance animal, please let us know at the time of booking or prior to your arrival.
- Additional guests– if additional guests exceeding those contemplated in your booking wish to stay with you, further charges may apply and/or additional sites and accommodation may need to be booked by you or those additional guests.
- Smoking– No smoking in accommodation, in/around internal communal areas or in areas prohibited by law. If you don't comply with our no-smoking policy you will be charged a fee of up to \$200 to cover our reasonable extra cleaning costs and/or to compensate us for our inability to rebook your accommodation after you have left. This amount will be charged to your credit card (following reasonable notice to you) or deducted from your cash bond upon check out.
- Quiet Time- To ensure the right to quiet enjoyment is maintained for all guests please restrict excessive noise. Quiet times are between 9pm and 7am.
- Office hours- 0900 – 5pm. After hours please call park number.
- When you leave– if you leave the accommodation/site excessively dirty, if any items are missing from the accommodation/site or if you (or those staying with you) damage our property, an amount to cover our reasonable costs to return the accommodation/site to its prior state will be charged to your credit card (following reasonable notice to you) or deducted from your cash bond upon check out.
- Other– unless you have made a genuine group booking, our accommodation is provided to you for your own use and must not be sublet or resold by you for commercial gain without our consent. By staying with us, you also confirm that you are a tourist guest staying at the Park for holiday purposes. You will be required to complete a “Guest emergency information sheet and a guest declaration statement upon arrival”.

These obligations are intended to ensure a safe and enjoyable environment for all guests while protecting the facilities and property of Bowen Palms Caravan Park. Following these

rules helps maintain order and ensures a positive experience for everyone. Please familiarize yourself with these obligations before booking and adhere to them throughout your stay.

Yours sincerely

Bowen Palms Management