



Breakaway Twin Rivers Caravan Park
91 Breakaway Road, Alexandra,
Victoria, Australia 3714
■ (03) 5772 1735
■ (03) 5772 1748
■ admin@thebreakaway.com.au

- **Check in**

Check-in time for cabins and sites is 2pm

Check out

Check-out time is strictly 10am. Late Check-outs can be arranged at an additional charge when avail

- **Reception hours**

Reception hours are 8.30am to 6.30pm. Guests arriving outside these times must contact park reception during reception hours to make alternate arrangements.

- **Deposit & Payments**

HIGH/SHOULDER/OFF SEASON Deposits and Payments A credit card deposit equivalent to the first nights' accommodation is required at the time of booking. The Park will process a charge against your credit card and send confirmation to the email address supplied. The balance is due on check in. We do not accept AMEX.

Changes & Cancellations

HIGH/SHOULDER/OFF SEASON Changes & Cancellations Changes and cancellations must be made directly with the park and must be more than 30 days prior to arrival. If any cancellation is less than 30 days prior to arrival the deposit is forfeited. All refundable deposits are subject to a \$30 cancellation/ booking fee. Failure To Notify Of Cancellation Or No Show In the case of a no show or failure to notify Breakway Twin Rivers Caravan Park of a cancellation the booking will be cancelled and the deposit will be forfeited if the guest does not arrive by 10am the following day. Peak Season changes and cancellations are addressed in the Need to Know Section

No refunds are made for early departures or for cancellations due to weather

Fees

Visitors are welcome in the park - registration is required at reception. **Day Visitors fees are \$6.00** for adults and children. If your guests stay overnight charges will apply as per normal tariff. Day passes can also be purchased to use the park for the remainder of the day once cabin or site is vacated.

- **You need to know**

Fees

Are payable at time of arrival. Please see reception for full details.

Quiet Time

For the comfort of other park guests, there is a noise curfew of 10.30pm.

Children

Parents are responsible for their children's actions on their bikes (helmets must be worn) and for general behaviour around the park. Children under 12 years old must be supervised in the swimming pool, playground, jumping pillow and in and around amenities blocks.

Cabins

Our cabins are supplied with a complimentary starter pack of dishwashing liquid, soap, toilet paper, tea and coffee replenishment of these items is the responsibility of the guest.

PEAK SEASON

Deposits and Payments

A credit card deposit of 1 night is required at the time of booking. The Park will process a charge against your credit card and send confirmation to the email address supplied. ???

Deposits paid by cheque need to be received within 5 working days. Deposits paid by direct debit by next business day. All deposits due must be received within 7 days. If deposits are not received within 7 day terms, your booking will be cancelled without notification.

Changes & Cancellations for Peak Season Bookings

Changes and cancellations must be made directly with the park & must be more than 30 days prior to arrival. If any cancellation is less than 30 days prior to arrival the full payment is forfeited. All refundable deposits are subject to a \$30 cancellation/booking fee.

Guests who fail to arrive on the designated day will forfeit the cost of the unused nights. Special requests are on request basis only and are not guaranteed at the time of booking. Please contact the Park for more information. A credit card must be produced in the name of the person staying at the Park on check in. Any damage caused may be charged against that card. Minimum stays may apply over peak/high season or park deemed special events. Adult's rates apply to persons from 16 years. Children's rates apply to guests aged 2-15 years. There is no charge under 2 years.

Dogs and pets are **NOT** permitted at this park.

Check out time is 10am. Late check outs can be arranged at an extra charge where available. Check in time is from 2pm; We reserve the right to refuse a booking at any time from any person reasonably believed to:

- Not be the person named on the booking request
- Not be the person named on the credit card or not be authorised to use the card
- Not be able to pay for any charges
- May cause damage to the property of the Park or other guests
- May exhibit socially unacceptable behaviour
- Be younger than 18 years and not accompanied by a responsible person over that age

Be concealing a dog or other un-authorized animals We reserve the right to eject guests from the park who are deemed by management to behaving in a socially unacceptable way; causing damage; disturbing other guests; using unacceptable language or otherwise breaking Park Rules. No refund will be given and charges will apply for any damage caused.