



Breakaway Twin Rivers Caravan Park

91 Breakaway Road, Alexandra,
Victoria, Australia 3714

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✉ admin@thebreakaway.com.au



DOGS AND PETS ARE NOT PERMITTED AT THIS PARK

Check In

- Check in time for cabins and sites is 2 pm. Early check ins can be arranged prior to arrival at an additional charge, if available.

Check Out

- Check out time for Cabins is 10 am and Sites 11 am. Late check outs can be arranged prior to arrival at an additional charge, if available.

Reception Hours

- Monday – Thursday 9 am – 6.30 pm, Friday 9 am – 7.30 pm, Saturday 8.30 am – 6.30 pm and Sunday 9 am – 6.30 pm
- Guests arriving outside these times must contact Park Reception during Reception hours to make alternate arrangements.
- Guests arriving after Reception hours; If you are arriving after Office Hours, please advise us at time of booking. Any outstanding amount is to be paid prior to arrival, following payment instructions re park access and location will be supplied.

Deposits and Payments

- LOW/MID SEASON Deposits and payments. A credit card deposit equivalent to the first night's accommodation is required at the time of booking. The park will process against your credit card and send confirmation to the email address supplied. The balance is to be paid on Check – In. We do not accept AMEX.

Changes and Cancellations

- LOW/MID SEASON Changes and cancellations. Changes and cancellations must be made directly with the park and must be more than 15 days prior to arrival. If any cancellation is less than 15 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 Breakaway 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 10 am 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 and during the COVID period, a COVID form is to be filled out at Reception. **Day Visitors fees are \$7.00** for adults and children. If your guests stay overnight, charges will apply as per normal tariff. Day passes (\$7.00 per person) 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 pm. All music to be turned off at 10 pm and please keep noise to a minimum to respect your fellow campers.

Children

- Parents are responsible for their children's actions on their bikes and 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.

Helmets

- Helmets must be worn by Adults and Children when riding bikes, scooters and peddle carts.

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

- HIGH SEASON – 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 direct debit by next business day. Direct Debit deposits due must be received within 7 days. If Direct Debit deposits are not received within 7 days, your booking will be cancelled without notification.

Changes and Cancellations for Peak Season bookings

- HIGH SEASON - 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 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.
- 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 night stays may apply over peak/high season or park deemed special events.
- Adults rates apply to persons 16 years.
- Children's rates apply to persons 3 – 15 years. There is no charge for infants under 3 years.

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 credit 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 be 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.