

WELCOME TO OUR PARK

OFFICE HOURS

Monday–Saturday: 9:30 am till 6:00 pm | Spring & Summer
Monday–Saturday: 9:30 am till 5:00 pm | Autumn & Winter
Sunday and Public Holidays: 9:30am till 5:00pm

If you are arriving after the above closing times call reception to organise a late check in.

CHECK IN Daily 2pm–6pm. If you are arriving after Office Hours, please advise us at time of booking. Any outstanding amount is to be paid prior to arrival, and you will be sent a code to the afterhours check in lock box which is located out the front of reception.

CHECK OUT Cabins 10am. Sites 11am.
Late check out may be available at an additional cost.

BOOM GATE ACCESS CODE Gives access to **ONE** car only for each site or cabin. Extra car/s please park in our private carpark.

DUMP POINT Is located behind garbage bins near communal fire pit. Make sure your canister lid is not near the dump point and please wash the unit after use and lower the lid.

DAY VISTORS All visitors MUST check in with Reception before entering the park. Guests are responsible for the behaviour of their visitors at all times. Parking in our carpark only.

NOISE Excessive noise is forbidden at any time. Music and large gatherings must show consideration to all guests. Music is to be turned off at 10:30pm and QUIET time between 10:30pm–8am. Parents or caregivers are responsible for their children/s behaviour and all children must be back at their own site by 10:30 pm

OFFENSIVE BEHAVIOUR – ZERO TOLERANCE

Which may result in your stay with us being terminated, no warning, no refund. Offensive behaviour includes but not limited to violence, bad language, use of drugs, drunken behaviour, underage drinking, stealing and urinating in public.

BICYCLES The park has a no helmet no ride policy, these includes adults and child. Speed for all traffic, cars and bikes is a maximum of 5 kms.

No skidding, wheelies, or donuts, will be tolerated this could incur a cost for any damages and bikes impounded till you leave the park. No bikes to be ridden after dusk/sunset under any circumstances, both adults and children.

GENERATORS No generators in the park at any time. No power cords across any roads. If you require power, please book a powered site.

PETS Dogs allowed in off peak periods, please contact Reception for details.

JUMPING PILLOW is open at 9am till dusk daily. Will be closed if wet. No footwear to be worn on pillow. No glass, food, drinks, smoking or alcohol in and around pillow. Children under the age of 12 must always be supervised by an adult.

FIRES when permitted, must be in approved containers, all fire drums must be 300ml above the ground and have high vertical sides. Fires must comply with current Park Requirements and C.F.A regulations always.

FIRES ONLY ALLOWED IF NO TOTAL FIRE BAN check reception for rating.

Fire must be always attended to if left unattended we have the right douse out with water and remove fire drum. When departing from the park, fires must not be left burning.

Please do not empty fire drums – leave onsite, cold.

No chainsaws, axes or tomahawks to split wood in park at any time, only bring wood into the park that has been cut and fits into the fire drum.

POOL is open at 9am till dusk daily in the summer months ONLY. No children under 12 can enter the pool area unless accompanied by an adult at all times. No diving, running or jumping. No glass, smoking or alcohol in and around the pool at any time.

AMENITIES are open 24/7 for your convenience, no code or keys needed. Children must always be accompanied and supervised by an adult for their safety. We have 2-sided block of amenities. If one side is closed for cleaning the other side will always be open.

CAMP KITCHEN Is open daily. No smoking as it is a shared children area, (subject to health regulations)

BBQ'S Free push button (cooking time is approximately 15 mins) Please respect others and give them a clean after using. No smoking near the bbq as it is a food area. If you are bringing your own BBQ, it must be placed on the grass area and not on cabin deck. No heat bead BBQ's allowed between 1 Dec –1 Apr.

RUBBISH Rubbish bins are provided for your household rubbish. Please take home any hard rubbish, do not fill bins up or leave it beside bins, take it home. Do not move bins from area where they are located to your site, as they are for all guests to use.



EMERGENCIES PHONE 000

In cases relating to fire, ambulance or police please call **000**. LOCAL POLICE NUMBER IS **131 444**. Please make yourself familiar with our evacuation plan in case of any unforeseen emergency. FOR URGENT AFTER HOURS PARK RELATED ISSUES please call **0455 478 818**.



The following items are not allowed under any circumstances

- Illegal drug use or excessive use of alcohol
- Undue mess/noise on site
- Unregistered overnight guests
- Acts of violence or abuse
- Smoking in accommodation
- Lighting fires in total fire ban rating
- Unregistered vehicles
- Generators

Failure to comply with any of the above including any damage caused to park accommodation or property may result in the guest being asked to vacate and leave the property with no refund issued.



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CANCELLATION POLICY

We will do our best to assist you should your holiday plans change, although cannot guarantee that changes can be made nor that a refund is available.

Standard Season Bookings

1. A deposit equal to one night's accommodation is required to secure the booking with the balance payable on arrival. After hour check in are required to pay in full prior to arrival.
2. Deposits will be refunded only if you notify the park of your cancellation at least 14 days prior to your scheduled arrival.
3. If notice of cancellation is given between 7-14 days prior to your arrival, a \$20 cancellation admin fee may be deducted from your refund.
4. If you provide less than 7 days' notice of cancellation, no refund will be provided.

High/Peak Season Bookings

5. A deposit equal to one night's accommodation is required to secure the booking. Payment in full must be made 21 days prior to arrival.
6. Deposits will be refunded only if you notify the park of your cancellation at least 21 days prior to your scheduled arrival.
7. If notice of cancellation is given between 14-21 days prior to your arrival, a \$20 cancellation admin fee may be deducted from your refund.
8. If you provide less than 14 days' notice of cancellation, no refund will be provided.

For All Bookings

9. Bookings can be moved to a different day without penalty (subject to availability). However, may incur a change in tariff.
10. If you do not notify the Park of your cancellation, or if you do not arrive by 10.00am the following day of your scheduled arrival, then your booking(s) will be cancelled without any refund to you.
11. NO refunds or credits will be given for any unused portion of your booking, this includes late arrivals, early departures or for cancellations due to weather conditions.
12. Group bookings - where a deposit has been made and one or more of the group cancel within 21 days of the booking date, the deposit paid for that particular site or cabin will be forfeited.
13. If you booked through any other 3rd party channel (booking.com, travel agents, etc.), your booking is also subject to their terms and conditions.



BOOKING TERMS & CONDITIONS

Our aim here at The Breakaway Twin Rivers Caravan Park is to provide every guest with a safe and happy environment. Your co-operation in abiding by these conditions will ensure that all who stay have a restful and pleasant holiday.

1. A deposit equal to one-night accommodation is required within 48 hours of booking time. Bookings will not be guaranteed or confirmed without a deposit, and therefore your reservation could be subject to cancellation.
2. The remaining balance is payable on arrival (except in peak periods – refer to cancellation policy). If you are arriving after office hours, payment in full **MUST** be made prior to arrival.
3. Long weekends and Christmas bookings will need to be paid 21 days prior to arrival.
4. Deposits are non-transferable unless agreed upon by park management.
5. The tariff is based on the number of guests (adults/children/infants) for the specified time and duration.
6. A maximum of six (6) persons per camping site are permitted – no exceptions.
7. Should you need to update the number of guests after the booking has been made, you may do so by emailing or phoning reception. Approved changes may alter the tariff.
8. In order to ensure the comfort of others staying at the park, **ONLY ONE (1) VEHICLE** is permitted per booking, with some exceptions. This includes one caravan (or) one camper trailer (or) one family tent.
9. Late check ins are welcome until 9pm. Campsites must be checked in before 9pm so that setting up camp won't disturb the rest and peace of the other campers.
10. If you are checking in after office hours, we will organise to leave an envelope for you in our afterhours lock box located next to the front door of reception. In this envelope you will find the park map with your boom gate code and instructions to guide you to our accommodation. A text message will be sent to you with the access code details on the day of arrival. If you know that you will be arriving after hours, please notify reception at the time of booking.
11. For those staying in park cabins, if the vacated cabin is left in an unsatisfactory state of cleanliness and/or damage has occurred, we reserve the right to charge additional cleaning fees and/or the cost involved with damage repair and/or replacement of goods.
12. Acceptance of this booking is acknowledgment and agreement to the above terms and conditions.



PET POLICY

Pets are permitted at the discretion of Management. Management reserves the right to refuse entry of any pet for any reason.

1. Pets must be on a controlled leash at all times and not left unattended in the park.
2. Pet owners must dispose of any animal wastes **PROMPTLY AND APPROPRIATELY** by picking up, wrapping up in a suitable bag and placing in the bins provided throughout the park.
3. Pets are **NOT** permitted inside any park owned buildings (cabins/house, office, amenities, camp kitchens, laundry, recreation room, pool and playground areas).
4. Excessive noise will not be tolerated.
5. The Park does not take any responsibility for your pet whilst within the park.
6. Guests not adhering to the Pet Policy may be asked to leave with no refund given.

Pets Are Not Permitted During The Following Peak Periods

- Christmas / New Year Period (24th December to 10th January)
- Australia Day Long Weekend
- Labour Day Long Weekend
- Easter
- ANZAC Day Long Weekend
- King's Birthday Long Weekend
- Opening of Fishing Season
- AFL Grand Final Long Weekend
- Melbourne Cup Long Weekend