

HALLS GAP CARAVAN PARK RULES AND POLICIES

Please take a few minutes to read over our Park Policies and Rules



Park policies

Office Hours: 8.30am-6pm daily.

However these may vary during off peak periods

Check-in time: 2pm

Check-out time: cabins 10am and sites 11am

- › Unfortunately we cannot guarantee particular numbered sites or cabins.
- › We permit only 1 vehicle per site. If you wish to have a 2nd vehicle on site please inform staff at time of booking to see if this is possible. During off-peak times only.
- › Linen in the cabins is provided on the master bed only unless specified. Additional linen can be hired from reception for an additional fee.
- › We require a minimum nights stay on long weekends and local special events.
- › All bookings will require the first nights stay to be paid in full to secure booking. During long weekends or event weekends full stays payment will need to be made 1 month prior to arrival date to secure booking.
- › The person whose name is on the receipt is responsible for all members of the party and guests.
- › Please visit the caravan park office reception on first arrival and provide your booking details, confirm the number of people in your party and any other information, as requested by our customer service team.
- › In the interest of safety, the speed limit throughout the park is walking pace only.
- › Please keep your site tidy and use the facilities provided for drying clothes, discharge of sullage water and rubbish disposal. Everyone appreciates a well kept site, so please remember that we do not allow trenches to be dug in the park, under any circumstances.
- › Misuse of the boom gates (this includes allowing other vehicles, other than your own into the park) and amenities block security pin pads will result in eviction from the park. No refund will apply.
- › In the interests of all guests enjoying their stay, we ask that excessive noise is ceased by 10pm.
- › Drunkenness, loud parties and offensive behaviour will not be tolerated at any time.
- › Open fires are only permitted in fire pits provided. If you choose to bring your own fire pit you must notify us at time of booking to ensure it complies with guidelines. All campfires must not be left unattended and must be extinguished by 11pm. Firewood is available for sale from reception.
- › Children must be accompanied by an adult when visiting the showers and toilets.
- › We consider ourselves a family friendly park where bicycles are permitted. However, it is essential that helmets are worn at all times. For safety reasons, no bicycles are to be ridden after dark.
- › Park management must be notified at time of booking of you wish to bring a dog to make sure they comply with our guidelines.
- › Prices subject to change without notice.

Pet policies

Pets are welcome inside the Caravan Park and we are pleased to accommodate your dog.

To ensure that you enjoy your stay with all of our other guests, we must ensure that all dog owners take full responsibility for their pet and ensure they do not disturb other guests when on the property.

Please read the information below to ensure you and your dog can meet the following conditions:

- › Banned dogs, hunting breeds, aggressive dogs or unsocialised dogs are not allowed on the property.
- › Under no circumstances are dogs permitted in the amenities block or camp kitchens.
- › Dogs are not permitted in cabins unless they are an allocated pet friendly cabin.
- › Dogs are only allowed to enter the site of other guests if their prior consent is given.
- › When in the park, dogs must be kept on a leash at all times.
- › As the owner of the dog, you are responsible for the cleaning up after your pet which also includes toilet duties too!
- › No barking or yapping allowed.

- › Dogs are not permitted to be left unattended within the park.
- › Do not allow your dog to chase or harass the Native Wildlife in the park.
- › Please remember that dogs are not permitted in Grampians National Park.

All dog owners, whether you have expressly agreed or not, assume all liability regarding your dog being on our premises and indemnify us against all and any damages, all or any claims or other suits that may arise as a result of your dog being anywhere in our caravan park. Any breaches of the above conditions could result in early departure and forfeiture of refund.

Cancellation policy

Cancellations made 14 days before arrival will incur a \$25 cancellation fee.

Cancellations less than 14 days before arrival will forfeit the first nights tariff.

Cancellations made less than 48 hours of arrival will forfeit all payments.