

# Rules & Policies

All patrons are requested to read and observe the following park rules & conditions. Some rules may have recently changed, please see the website for the most up to date version of the park rules.

[hallsgapcaravanpark.com.au](http://hallsgapcaravanpark.com.au)

## Park Rules & Policies

**Office Hours:** 8am-6:00pm daily, however these may vary in busy periods

### Arrival and departure

**Check-in time:** 2pm

**Check-out time:** Sites 11am & Cabins 10am

### Cabins or sites

Unfortunately we cannot guarantee particular numbered sites or cabins.

### Vehicles

We permit only 1 vehicle per site. If you have a 2nd vehicle that you wish to park on site (only in off peak times) please discuss when making your booking.

### Linen

Linen is provided on all beds in the cabins.

### General

We require a minimum nights stay on long weekends and local special events.

All bookings during peak times require a valid credit card number or full payment to secure your booking.

The person whose name is on the receipt is responsible for all members of the party & guests.

No generators permitted at anytime.

Prices are subject to change without notice.

Designated paths & roads are to be used at all times when walking around the park.

### New arrivals

Please visit the caravan park office reception on first arrival and provide your booking details, confirm the number of people in your party & any other information, as requested by our customer service team.

### Your site

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.

### Boomgates

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.

### Noise & Behaviour

In the interests of all guests enjoying their stay, we ask that excessive noise is ceased by 10pm.

Drunkenness, loud parties and offensive behavior will not be tolerated.

### Fires

Open fires to be extinguished by 11pm. 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.

Open fires are only permitted in fire pits provided.

### Children

Children must be accompanied by an adult when visiting the showers and toilets.

### Speed Limit

In the interest of safety, the speed limit throughout the park is walking pace only.

### Bicycles, scooters & skateboards

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.

### Trees

There are many trees in the park that drop branches and debris. Staff are continually pruning to reduce the problem. Major contract pruning is also carried out twice yearly to further reduce the risk. We cannot accept any responsibility what so ever for personal injury or damage to personal property from falling branches or debris.

Park management must be notified at time of booking if you wish to bring a dog to make sure they comply with our guidelines. We do have limited pet friendly cabins and sites.

### Pet Friendly Policy

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:

All dogs must be approved at the discretion of the management prior to being brought to the park, please contact the park in advance of arrival.

A maximum of only two (2) dogs are permitted per booking.

Dogs are permitted on all unpowered and powered camping sites at the park, and in our designated pet friendly cabins.

Please enquire with the Park prior to making your booking to ensure our Pet Friendly cabins are available. Bookings in our Pet Friendly cabins will incur a \$20 (min) cleaning surcharge.

Dogs must be supervised at all times and never left unattended, including inside tents, vans, designated pet friendly cabins or any other accommodation.

When in the park, dogs must be kept on a leash.

Dogs are not permitted in cabins (excl. designated pet friendly cabins) or in any communal areas (e.g. camp kitchen, amenities block, etc.).

Owners are responsible for cleaning up after your pet which includes toilet duties too!

For health and safety reasons, dogs must not be washed or cleaned anywhere within the park. Additionally, any dog related accessories such as dog blankets should not be washed or cleaned within the park e.g. Laundry washing machines, bathing dogs, etc.

Dog owners please keep in mind dogs are not allowed in the Grampians National Park, bringing your dog will limit your sight seeing abilities.

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.

Park Management reserves the right to evict & withhold any refunds from guests whose dog is deemed noisy, disruptive, and aggressive, or is the subject of a complaint/s from other guests.

### Emergency contacts

<b>Police/Ambulance/Fire</b>	<b>000</b>
<b>Police Assistance</b>	<b>131 444</b>
<b>Hospital</b>	<b>5381 9111</b>
<b>Medical Centre</b>	<b>5358 1410</b>
<b>RACV</b>	<b>131 111</b>
<b>Park Office</b>	<b>5356 4251</b>