



Terms & Conditions

Welcome to Advancetown Caravan Park. By making a booking or staying at our park, you agree to abide by the following Terms & Conditions. These guidelines ensure a safe and enjoyable experience for all guests. Please read carefully before confirming your reservation.

Privacy Policy

At Advancetown Caravan Park, we are committed to protecting the privacy and security of our guests' personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard any personal data you provide to us. By using our services, you acknowledge and consent to the practices described in this policy.

Collection of Personal Information

When you book a stay at Advancetown Caravan Park, we may collect personal information such as your name, contact details, address, payment information, and any relevant details required to process your reservation. This information is gathered through our booking system, online forms, telephone inquiries, or direct interactions with our staff.

Use of Personal Information

The personal data we collect is used for the purpose of managing your booking, processing payments, communicating with you about your stay, and ensuring the best possible service during your visit. Additionally, we may use your details to provide updates, respond to inquiries, and improve our services based on guest feedback.

Protection and Security of Data

Advancetown Caravan Park takes reasonable measures to safeguard your personal information from unauthorized access, loss, or misuse. We use secure systems to store and process your data, and only authorized personnel have access to this information. While we strive to maintain high security standards, we cannot guarantee absolute security due to the nature of digital communications.

Disclosure of Information

We do not sell, rent, or share your personal information with third parties for marketing purposes. However, in certain

circumstances, we may disclose your details if required by law, in response to legal processes, or to protect our rights, property, or safety.

Third-Party Links

Our website or booking system may contain links to third-party websites. Advancetown Caravan Park is not responsible for the privacy practices or content of these external sites. We encourage you to review their privacy policies before providing any personal information.

Access and Updates to Your Information

You have the right to request access to your personal data and update any inaccuracies. If you wish to make changes or inquire about the information we hold, please contact us using the details provided below.

Changes to This Policy

Advancetown Caravan Park reserves the right to update or modify this Privacy Policy as needed. Any changes will be posted on our website, and continued use of our services constitutes acceptance of the updated terms.

For any questions or concerns regarding this Privacy Policy, please contact our office.

Bookings & Payments

All bookings require a deposit at the time of reservation. This deposit is non-refundable under any circumstances. Full payment may be required prior to or upon arrival. Rates are subject to change, and any modifications to bookings are considered cancellations, with the deposit forfeited. We recommend securing travel insurance to cover unforeseen changes to your plans.

Check-in & Check-out

Check-in time is from 2:00 PM, and check-out time is by 10:00 AM. Late check-outs may be subject to additional fees and must be pre-approved by park management. Failure to vacate your site by the designated time may result in extra charges.

Late Arrivals

Please make prior arrangements with Park Management.

Cancellation Policy

At Advancetown Caravan Park, we strive to provide our guests with a seamless and enjoyable experience. To maintain the highest level of service and ensure fairness to all our guests, we have established the following cancellation policy. Please read this policy carefully before making a booking, as it outlines our terms regarding cancellations, deposits, and refunds.

- **Deposit and Cancellation Terms**
All bookings at Advancetown Caravan Park require a deposit at the time of reservation. This deposit secures your booking and confirms your stay with us. Please note that **all deposits are strictly non-refundable, regardless of the reason for cancellation.**

In the event that you need to cancel your booking, the deposit paid at the time of reservation will be forfeited. We do not offer refunds, credits, or rescheduling for cancelled bookings under any circumstances, including but not limited to changes in travel plans, illness, weather conditions, or other unforeseen circumstances.

- **No Refunds Policy**
Once a booking has been confirmed with a deposit, it is considered final. If a guest chooses to cancel their booking, **no refund will be provided for any amount paid.** We strongly encourage our guests to carefully consider their plans before making a reservation to avoid any inconvenience.
- **Travel Insurance Recommendation**
As unexpected events can occur, we highly recommend that guests consider purchasing travel insurance to cover any potential losses due to cancellations. Travel insurance may provide coverage for a variety of situations, including medical emergencies, severe weather disruptions, or other personal circumstances that could impact your travel plans.
- **Modification of Bookings**
Advancetown Caravan Park does not allow modifications to existing bookings. If you are unable to attend your scheduled stay, your booking will be considered cancelled, and the deposit will be forfeited. Guests who

wish to make a new booking will need to do so separately and pay a new deposit.

- **No-Show Policy**

Guests who do not arrive on the scheduled check-in date and fail to notify us in advance will be considered a no-show. No-shows will result in the full cancellation of the booking with no refund issued.

By confirming a booking with Advancetown Caravan Park, you acknowledge that you have read, understood, and agreed to the terms of this cancellation policy. We appreciate your cooperation and look forward to welcoming you to our park for a pleasant and enjoyable stay.

For any questions or concerns regarding this policy, please contact our office prior to making a reservation.

Site Availability & Preferences

Although all efforts will be taken to suit our customer's requirements. Site preferences will NOT be guaranteed.

Liability & Responsibility

Advancetown Caravan Park is not liable for any personal injury, loss, or damage to property incurred during your stay. Guests are responsible for securing their belongings and ensuring their own safety while using park facilities. Management reserves the right to evict any guest who fails to comply with park rules or behaves in a disruptive or unsafe manner, without refund.

Sites, Cleaning & Damage Costs

Garbage bin is located in the visitor's car park outside boom gate and is emptied once a week. All rubbish to be bagged and boxes to be flattened. It is your responsibility to take all your site rubbish to this bin.

Residents are responsible for the area surrounding their van. It MUST be kept free of leaves, debris, and rubbish. Nothing to be stored around or under vans without prior approval from management.

Under covered area beside pool is to be left clean and tidy for the next person.

Do not remove or tamper with Smoke Alarms. Park Vans are to be left clean and tidy.

All sites are to be kept free of litter. Wilful and accidental damage to park property will result in the occupier paying a cleaning or repair fee. No mechanical repairs to be carried out in the park grounds.

Open fires are NOT permitted.

Vehicles/Speed Limit

Only one registered vehicle per site. Electric vehicle charging is not permitted without prior approval from manager. Visitors' cars are strictly prohibited from entering park without prior approval from management. Unregistered or un-roadworthy vehicles are strictly prohibited. Speed limit is 8km/h walking pace must be abided by at all times. The park road is one way clockwise. No person is to drive in the Caravan Park under the influence of drugs or alcohol.

Pets

All pets are to be approved by management at time of booking. The management reserves the right to refuse entry to any pets.

Pets must be always kept on a leash and their droppings MUST be picked up. Excessive barking and aggressive behaviour will not be tolerated. Pets are prohibited from the reception, public amenities, and pool enclosure. No pet is to be left unattended. As the pet owner you accept full responsibility for any personal injury or damage caused by your pet whilst in our park. In addition to our park rules, owners are also responsible for compliance with local council laws and regulations.

Evacuation

In case of fire or other emergency please make your way to the evacuation assembly points as displayed in the park Office and communal areas.

Children

Children must be supervised at all times while staying at the park and must not play around laundry, clothesline area or near occupied cabins or sites.

Smoking

No smoking in the Park Vans. If not adhered to the occupier will be liable for

an extra cleaning fee to remove all smoking associated smell from the van. Smoking is PROHIBITED in communal food preparation areas, laundry, and public amenities.

Pool

The pool area is open for the use of residents between 6am to 9pm daily. Please see notice board in front of pool for Rules. For safety reasons, an adult must accompany children under the age of 16 at all times. Food, drinks, alcoholic beverages and glass are not permitted in or around the pool area.

Laundry

Clothes drying facilities are provided – no clothes lines to be erected around vans. Washing and drying machines require \$1 coins.

Visitors

Residents are responsible for their guests and an over-night fee will be charged. Notice is to be given prior to guest arrival. Unruly behaviour will not be tolerated.

Noise & Behaviour

Please think of your neighbours and restrict noise levels before 7.30am and after 10pm.

Drunkenness, illegal drug usage, offensive language, loud music, or rowdy parties will NOT be tolerated under any circumstances, and you will be evicted from the park.

Unruly behaviour or violence towards anyone in the park will not be tolerated. Management reserves the right to terminate occupancy of the offending party or parties, and you will be evicted.

Amendments to Terms & Conditions/Park Rules

Advancetown Caravan Park reserves the right to update or modify these Terms & Conditions/Park Rules at any time. By continuing to stay at the park, guests accept any changes made. The most current version of these Terms & Conditions will be available on our website or at the park office.

For any inquiries or further clarification, please contact our office. Thank you for choosing Advancetown Caravan Park – we look forward to your stay!