

Beach Park Guest Stay Terms and Conditions

Revised 3 October 2026

1. Acceptance of Terms

1.1 By making a booking, paying any amount, entering the Park, or allowing any person in your booking to enter, you agree to these Terms & Conditions (T&Cs), Park Rules (Section 12) and any lawful direction from Park staff.

1.2 If you do not accept these T&Cs, do not proceed with the booking and do not enter the Park.

1.3 We may update these T&Cs at any time. The version published on our website at the time of booking applies to your booking; the version displayed on site applies during your stay.

2. Definitions

Park: The premises known as Beach Park Tourist Caravan Park, also known as Beach Park Phillip Island and Phillip Island Beach Retreat, and any associated facilities.

Guest/you: The person making the booking and all members of their party and day visitors.

We/us/our: The Park and/or Park operator.

Site: A powered or unpowered camp/caravan site.

Cabin/apartment: Fixed accommodation managed by the Park.

Peak/Weekend/Weekday/Off-peak: As published on our website/NewBook rate calendar.

NewBook: Our booking and property management platform.

3. Bookings & NewBook Process

3.1 Booking channels: Bookings may be made via our website (NewBook web engine), phone (entered into NewBook), walk-in (subject to availability), or authorised OTAs.

3.2 Accuracy: You must enter correct guest numbers (adults/children/infants) and vehicle details in NewBook. Misstated occupancy may void your booking or incur extra charges.

3.3 Age & authority: Lead guest must be 18+ and present for the entire stay. Schoolies/party bookings are not accepted.

3.4 Special requests & accessible needs: We will use reasonable efforts but cannot guarantee allocation.

4. Rates, Payment & Bonds

4.1 Rates & dynamic pricing: Rates vary by date, occupancy and availability and are set in NewBook using yield management. A quoted rate is only confirmed once a deposit is paid.

4.2 Inclusions: Unless stated otherwise, rates include GST, one vehicle per site, and standard utilities for cabins/apartments. Linen inclusions are as listed per cabin/apartment type.

4.3 Deposit:

Off-peak/weekends/weekdays: 1st night or \$100 (whichever greater).

Peak & Event periods: 50%.

Deposits are charged via NewBook at booking.

4.4 Balance due: Due 7 days before arrival (Off-peak/weekends/weekdays) and 28 days before arrival (Peak/Event). NewBook sends automated reminders. Unpaid bookings may be cancelled per 7.5.

4.5 Bond/Pre-authorisation: A refundable bond or card pre-authorisation may be taken in NewBook on arrival (\$100–\$500 site/cabin/apartment, higher for groups). Deductions may apply for damages, extra cleaning, lost keys, rule breaches or late checkout. Deductions for damage and extra cleaning include a standard administration charge of \$50.

4.6 Payment methods: Visa/Mastercard/Amex (surcharge may apply) or Cash.

4.7 Promotions & vouchers: Must be applied at time of booking in NewBook. One promo per booking. Vouchers/gift cards are non-refundable and subject to expiry/terms.

4.8 Errors: We may correct any genuine rate or description error and offer a refund if you do not accept the corrected amount.

5. Check-in, Check-out & Registration

5.1 Times: Check-in from 2:00 pm. Check-out by 10:00 am. Early/late options subject to availability and fee, request with management.

5.2 Identity: Government photo ID and the payment card used may be required.

5.3 Guest registration: All occupants must be registered in NewBook. Day visitors must be signed in at reception and depart by 9:00 pm.

5.4 Keys: Lost key/remote fee \$50–\$150 each.

6. Occupancy & Minimum Stays

6.1 Each site/cabin/apartment has a maximum occupancy set in NewBook and on our website; do not exceed it. Infants count for safety limits.

6.2 Minimum night stays apply in Peak/Event periods and as advertised. Split bookings may not be possible.

7. Cancellations, Changes & Refunds (Australian Consumer Law rights preserved)

7.1 Cooling-off: No automatic cooling-off for accommodation; check your details before paying.

7.2 Your cancellation Off-peak/weekends/weekdays:

≥7 days before arrival: refund less \$50 admin fee or full credit valid 12 months in NewBook.

<7 days or no-show/shorten stay: 100% forfeited.

7.3 Your cancellation Peak/Event:

≥28 days before arrival: refund less \$50 admin fee or full credit valid 12 months.

<28 days before arrival or no-show/shorten stay: 100% forfeited.

7.4 Date changes: One change allowed ≥7 days (Off-peak/weekends/weekdays) / ≥28 days (Peak) subject to availability and any rate difference.

7.5 Non-payment: If balances are unpaid by the due date, we may cancel and retain amounts paid.

7.6 Our cancellation: If we cancel for reasons within our control, you may choose a full refund or credit.

7.7 Force Majeure/Severe Weather: See Section 10.

7.8 ACL: Your rights under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) are in addition to our policy. If a Major Failure occurs, remedies under the ACL will apply.

8. Behaviour & Quiet Enjoyment

8.1 Quiet hours: 10:00 pm – 7:00 am. Keep noise low at all times. No generators.

8.2 Conduct: No disruptive behaviour, parties, intoxication, violence, threats, harassment, or illegal activity. We may evict without refund for serious or repeated breaches.

8.3 Alcohol & smoking: No glass in shared areas. Smoking and vaping prohibited in cabins/apartments, amenities, playgrounds and within 4 metres of building entrances per Victorian law. Cleaning/deodorising fee may apply.

8.4 Minors: Must be supervised by a responsible adult at all times, especially near water, roads and amenities.

9. Vehicles, Boats & Safety

9.1 Speed limit: 10 km/h walking pace throughout the Park.

9.2 Parking: One vehicle per site/cabin/apartment unless noted. Extra vehicles/boats/trailers by prior arrangement and fee; park only in designated areas.

9.3 Road rules: Victorian Road Rules apply. No unregistered or off-road vehicles, minibikes, or hooning. E-scooters may be ridden only as permitted by Victorian law and at low speed; helmets required.

9.4 EV charging: Do not charge vehicles from cabin/apartment/site power points (fire risk).

10. Weather, Emergencies & Force Majeure

10.1 Conditions: Coastal weather can change quickly. You are responsible for securing tents/awnings.

10.2 Total Fire Ban: Comply with CFA notices; no open flames or solid-fuel fires on Total Fire Ban days. Use only approved BBQs in permitted areas.

10.3 Emergency: Follow staff instructions, alarms and evacuation diagrams. Assembly points are signposted.

10.4 Force Majeure: We are not liable and may suspend/cancel services for events beyond our reasonable control (e.g., severe storms, bushfire risk, utility outage, pandemic orders, government restrictions). Where we cannot provide accommodation, we will offer a date change or credit; refunds assessed case-by-case considering the ACL and any applicable government advice.

11. Pets & Assistance Animals

11.1 General: Pets are only permitted on designated pet-friendly sites by prior approval with management. No pets in cabins/apartments, amenities or shared buildings.

11.2 Conditions: Keep on lead, pick up waste, no excessive barking, never left unattended. Bring bedding; do not use Park linen.

11.3 Assistance animals: Certified assistance animals are welcomed in line with the Disability Discrimination Act 1992 (Cth). Proof may be requested.

11.4 Wildlife: Do not feed or disturb wildlife. Secure food and rubbish.

12. Park Rules (Applies to everyone)

Fires: Only in designated facilities and subject to fire restrictions.

Rubbish & recycling: Use provided bins. Large items must not be left on site.

Amenities: Leave clean and tidy. Report faults immediately.

Sites: Keep within your boundary. Greywater and waste to be disposed of properly.

Power & gas: Leads must be tested/tagged; gas bottles in-date and secured.

Drones: Prohibited without written permission and CASA compliance.

Playgrounds & bounce equipment: Use at own risk. Adult supervision required.

Water safety: No lifeguard. Children must be supervised near any water features or beach access.

Commercial activity/photography: By written approval only.

Deliveries: Must be received in person by the guest.

13. Damage, Cleaning & Loss

13.1 Care of property: You are responsible for loss or damage you or your invitees cause.

13.2 Extra cleaning: Excessive cleaning, odour treatment, stained linen or waste removal may be charged at cost plus reasonable administration.

13.3 Left property: We may hold lost property for 30 days; postage/handling at your cost. Perishables are disposed of.

14. Liability & Risk Allocation

14.1 Inherent risks: Camping and coastal environments involve risks (weather, falling branches, uneven ground, wildlife, shared facilities). You accept those risks and must exercise care.

14.2 Our liability: To the extent permitted by law, we exclude liability for loss not caused by our breach or negligence, for indirect or consequential loss, and for loss due to events beyond our control.

14.3 ACL: Nothing in these T&Cs excludes, restricts or modifies any rights you have under the Australian Consumer Law.

15. Accessibility

15.1 Contact us to discuss accessible cabins/apartments/sites and facilities before booking. We will take reasonable steps to meet your needs where feasible.

15.2 Carers and assistance animals are supported per applicable laws.

16. Privacy, CCTV & Marketing

16.1 Privacy: We collect, use and store personal information in accordance with the Privacy Act 1988 (Cth).

16.2 NewBook data: Your booking data is processed in NewBook for reservations, payments, housekeeping and guest communications.

16.3 CCTV: Cameras operate in common areas for safety and asset protection. Footage may be provided to authorities as required by law.

16.4 Marketing: With consent (opt-in via NewBook/website), we may send promotional emails/SMS in line with the Spam Act 2003 (Cth). You can unsubscribe at any time.

17. Complaints & Dispute Resolution

17.1 Please raise issues with our team as soon as possible so we can resolve them during your stay.

17.2 If unresolved, submit a written complaint to admin@beachparkphillipisland.com within 14 days of departure. We aim to respond within 10 business days.

17.3 You may seek external assistance through Consumer Affairs Victoria or make an application to VCAT. These T&Cs are governed by the laws of Victoria.

18. Gift Vouchers & Credits

18.1 Vouchers and credits are non-refundable, not redeemable for cash, and valid to the expiry shown (minimum 3 years for gift cards, subject to law).

18.2 Lost/stolen vouchers will not be replaced unless required by law.

19. Website & Third-Party Content

19.1 Our website may link to third parties (e.g., tours). We do not control or warrant those services. Bookings with third parties are at your risk and subject to their terms.

19.2 OTA bookings remain subject to these T&Cs in addition to OTA terms. In any conflict, the stricter policy applies to conduct and safety, and the OTA's payment/cancellation terms apply to amounts paid to the OTA.

20. Manager's Rights

20.1 We may relocate you to an equivalent or better site/accommodation where necessary (e.g., maintenance, safety).

20.2 We may refuse entry or evict any person for safety, legal, or serious policy reasons without refund where permitted by law.

20.3 We may recover costs for breaches including, without limitation, damage, extra cleaning, lost revenue due to closure of an asset, or regulatory fines caused by your actions.

21. Contact Details

Beach Park Phillip Island

Beach Park Tourist Caravan Park & Phillip Island Beach Retreat

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