



PARK RULES updated 01.04.23

BBQ Area

The BBQ area is available for use by all guests. Please ensure you leave the area clear of all rubbish and the BBQ left clean for the next person.

Booking Deferral

Deferral of a booking is subject to availability and at the discretion of Park Management. Any deferred booking must be completed within 6 months of the original booking and at the rate applicable for the deferred booking dates. A booking may only be deferred once otherwise will be treated as a cancellation from the date of original booking if unable to be completed.

Boom Gate

The boom gate is for the security of all park users. The operation of the gate is **one car per gate pass**. A \$50 fine will be imposed for tailgating, letting 2 cars in on one card, or any other misuse of the gate system.

Cabin Care

All cabins/accommodation is **STRICTLY NO SMOKING**. Cabins **MUST** be left clean & tidy, and rubbish removed. Should you leave your room in an unacceptable state that requires additional cleaning & servicing, an additional cleaning fee of \$200 will apply.

Campfire

Open fires must comply strictly with CFA Regulations. Fires may be lit only in designated fireplaces approved by Park Management. An adult must be in attendance of all fires at all times. Fires must be completely extinguished before leaving it unattended. Occupants must comply with any fire restrictions and/or conditions that may apply with respect to fires used for cooking or warmth during a fire danger period.

Cancellation Policy

A cancellation fee of \$25 will apply when appropriate notice is not given. Please refer to our Terms & Conditions for more detailed information.

Cars & Bicycles

For safety's sake, all cars and bicycles must observe the **"Walking Pace Only"** speed limit which applies throughout the Park. Motor vehicles to be driven on roads only. Bicycle riding is **not** permitted after dark.

Children

Children must be under adult supervision for their safety and the enjoyment of all guests.

Firearms

No firearms are permitted within the Park at any time.

General Conduct

Children are not to run/ride between vans.

Ensure all occupants and their visitors do not behave in a manner that could be:

- a) offensive to other park occupants
- b) a poor example to the children in the Park
- c) injurious to the reputation of the Park

All staff and guests to be treated courteously.

Aggressive, abusive or intimidating behaviour will not be tolerated. Excessive noise, unruly behaviour and bad language will not be tolerated at any time. Site occupiers in breach of this condition may be evicted immediately without a refund.

Generators

Generators are not permitted at our park grounds.

Grievances

Use a private, conciliatory approach to the settling of disputes with other occupants, Park Management or any employee of Park Management.

Park Management will seek to have disputes settled in a manner acceptable to all concerned but at times will be required to make a judgement with respect to a breach of duty by an occupant. In the case of a non-resident occupier a breach may result in the caravan park owner terminating any agreement to provide accommodation.

Guest Registration

All bookings require a Guest Registration form to be signed. Please see office at check in.

Noise

We are in a communal environment and consideration should be given to all occupants.

Noise must be kept to a minimum at all times. Neither occupants nor their visitors may do anything that interferes with the privacy, peace or quiet enjoyment of other occupants in the Park. Music is to be turned off by 11.00 pm.

Quiet time is between 11:00pm to 7:00am.

Excessive noise is defined as anything audible from an adjoining site. Site occupiers in breach of this condition may be evicted immediately without a refund.

Pets

Pets will be welcome with prior written approval by Park Management, with pet owner's signed agreement regarding behaviour and management of the pet during their stay. Email bookings@thorntoncp.com.au Please refer to our pet policy for more detailed information.

Playground

Open 9.00am to dusk or 8.00pm during summer.

Rubbish

For safety and good hygiene, please use rubbish bin liners and wrap loose garbage before placing it in a park rubbish bin. Please keep garbage bag size and weight to a **manageable level** for occupational health and safety reasons. Management reserves the right to refuse collection of rubbish that does not comply.

Do not use the Caravan Park's garbage disposal facilities for the disposal of anything other than normal household refuse.

Site Allocation

Best efforts will be made for requests, however allocation of a particular site or cabin is not guaranteed and Park Management reserves the right to relocate or cancel any booking at its discretion.

Swimming Pool

Open 9.00am to 8.00pm

Children under 12 years of age **must** be accompanied and supervised by a responsible adult at all times when using the pool.

There is to be no running, pushing, jumping, diving, or boisterous behaviour in the pool area.

Glassware is **not permitted** the pool area.

Alcohol is **not permitted** in the pool area.

Suitable bathing suits must be worn by ALL guests.

Please remove your rubbish and leave the area clean.

NOTE - THIS IS AN UNSUPERVISED POOL - NO LIFE GUARD IS PRESENT

Trees

Our trees are precious and are an integral part of the beauty of the Park, providing shade for you and shelter and food for our magnificent birdlife. Removal of, or damage to trees is strictly prohibited. Any pruning of trees must be authorised by the Park Management.