

Making a Booking

Reservations are essential for peak periods. Your reservation can be made by calling **02 6655 4755**.

A tentative reservation will be held and a written confirmation and quote will be sent. On receipt of the written confirmation you will be given 7 days to pay the required deposit.

Should the deposit not be received during the stipulated time frame your tentative reservation will lapse and the booking will be released from our system.

24 Hour Cooling Off Period

In the event you are dissatisfied with these booking Terms and Conditions you have a 24 hour 'cooling off period' from the original date you made this reservation to request a full refund. After this time you will be agreeing to & be bound by these Terms and Conditions of this document and the Park Rules that are on our website: www.bellingerriver.com.au

In the event you do not have Internet access they will be posted to you upon request.

Amendments Policy

Should you need to change your dates we will do all possible to accommodate your new dates but this is subject to availability.

For changes to dates within 15 days of due arrival date a \$35 Administration Fee will be charged.

Changes of date are not permitted within 7 days of due arrival date.

Cancellation Policy

30 days or more notice	Full refund less \$35 booking fee
15-29 days notice	50% refund of any monies paid
8-14 days notice	25% refund of any monies paid
7 days or less notice	No refund

Should you need to cancel your reservation you should notify us as soon as possible, preferably in writing. The refund given depends on the amount of notice you give us of your cancellation. Payment of a deposit and/or completion of a booking form signals acceptance of our cancellation policy.

TERMS AND CONDITIONS



The road through the park is a ONE WAY system. It is asked that you abide by this. Offenders will be asked to remove vehicles from the park.

OFFENSIVE LANGUAGE OR BEHAVIOUR WILL NOT BE TOLERATED. Management has the right to terminate the occupancy of a Site, Van, Cabin or Villa at their discretion.

Check In Time

Check In is from 11am - 7pm. No check-ins after 7pm out of courtesy to other guests who are already settled in for the night.

Check Out Time

Check out time for all Sites, Villas and Vans is 10am unless prior permission is given by the Manager. For stays of 3 nights or less a late check out fee of \$5 per person will be charged.

Setting up your Site

When setting up your Site, please reverse onto your Site and ensure your hitch is facing the road. Please ensure that all ropes, pegs etc. are within your own Site boundaries. We ask that you do not lay any tarps directly onto the grass as this kills the grass and leaves a dusty Site for our next guest.

Waterfront Sites

There must be a clear walkway between your camp and the river for emergency access to Sites over the busy period. Please do not erect any tents or structures within one metre of the reeds or river bank. Sites A04 - A08 please note the grassy area in front of your side is a public area for everyone's use and cannot be camped on.

Cars must be parked on the road side of your camp and can not be parked any further forward than the back edge of the slabs. Do not park on other Sites.

Sites

Only one van or tent is permitted per Site unless permission has been given by the management. Each Site allows for one van/tent plus an awning and one car. During busy periods other car/trailers must be parked in the Visitors Parking area or along side the road.

- You must leave at least one meter between your tent/caravan and the road
- On waterfront sites you must leave a clear walkway of at least one meter for emergency access between your tent/caravan and the riverbank
- Cars are to be parked within your own site boundaries and must be parked between the roadway and the line of the front edge of the concrete slabs

Allocated Site Numbers

Whilst we make every effort to allocate you the site number shown on your tentative confirmation we do reserve the right to change your site. If you are staying with another party please be sure to advise us so that we can keep you together. We do not give prior notification of site number changes.

TERMS AND CONDITIONS



Reception / Shop Hours: 8:30am - 5pm, 7 days

If the office is unattended during office hours please press the buzzer located to the left hand side of the door.

Swimming Pool Hours

The pool is open 8am until dark. Children 12 and under must be supervised at all times and pool rules as displayed on the sign must be followed at all times. Children to be wearing clothing. No Alcohol is to be consumed in pool or pool area. Please do not take glass into the pool area. No smoking in the pool area.

Amenities

As we operate on a septic system, please limit showers to 5 mins. Cleaning hours are from 10am to 1pm daily and facility use is limited between these hours.

Camp Kitchen

Our Camp Kitchen is a communal facility for everyone's use. Please ensure you keep it clean and tidy for other users. Please remove all food items from the fridge/freezer on your departure.

Children

Children must be supervised at all times in the areas of the park and when playing near the river. You are responsible for your children. Immediate supervision is required for children under 12 years of age in the Swimming Pool and in the Amenities/Laundry. Please ensure children are fully clothed at all times around the park. In the pool area children must wear swimmers at all times. Babies and toddlers must wear waterproof nappies and swimmers.

Children Safety

For Children's Safety the following applies: Bikes, Skateboards, Scooters and Rollerblades are to be used in a safe and orderly fashion, wearing the appropriate protective gear and helmets. For safety reasons they are not to be used between caravans or around the Amenities Block, the Camp Kitchen or under the Villas. They are not to be ridden after dark unless the appropriate lights and safety equipment. We have a lot of 4WD vehicles and trailers driving around the park. Please ensure all children practice road safety and are supervised around vehicles. When a car is approaching the child must dismount and move off the road.

Quiet Time

We have a reputation for being a small, quiet and friendly park. For the quiet enjoyment of all park guests we ask that you are respectful of your neighbours and cease all noise at the park by 10pm. The only exception to this rule is on New Year's Eve when all noise is to cease by 1am. Please note due to the highly inflammable nature of tents and caravans we do not permit firecrackers on the park.

Speed Limit

Speed Limit within the park is 5km (walking pace). The park is used by families with small children and the elderly and speeding within the park will not be tolerated. Guests who disregard the speed limit will not be permitted to have their car in the park.

Car and Caravan Washing

Washing of Cars and Caravans is not permitted on site. If you wish to do so please see office staff.

Laundry

Laundry facilities are open from 7am to 9pm daily. Please use the clotheslines provided near the laundry.

Smoking Policy

Smoking is not permitted inside the Villas, Cabin, Laundry, Amenities, Swimming Pool or Camp Kitchen.

Park Wildlife Residents (Birds, Ducks and Possums)

As a feature of the park we ask that the Birds, Ducks and Possums be left alone. Please supervise your children and dogs around the wildlife.

Water Skiers

As this is a quiet and peaceful park and noise levels are to be kept to a minimum. You are therefore requested to refrain from skiing before 7:30am.

Steps to the River

Please note that the bottom steps down to the river are frequently covered with water. These steps can become very slippery when exposed at low tide. Please exercise caution and supervise children on these steps.

Bait

Bait is not to be stored in the fridges of the Villas or Camp Kitchen.

Garbage

All rubbish is to be put in to the dumpster provided near the rear boom gate. We operate a recycling system and ask for your support in sorting your rubbish.

Dump Point

Please respect the other guests by properly disposing cassette and bucket waste in the provided dump point.

Drones

Drones are not to be flown in or around the premises. This is under privacy of minors and other guests in the park grounds. If you are caught doing so you will be asked to leave the premises.

Guests

All guests staying overnight must be paid for and prior notification must be given to the Park Manager if possible.

Visitors fees occur: Adults \$5 / Children \$3

Please inform reception if you are expecting visitors so that we can give them access to the park. Please do not attempt to use your gate key to let people in or out with this system. Offenders will have keys removed if they do so. Residents are responsible to the Park Manager for their visitors behaviour. We are a small park and have limited Parking. We ask that if your visitors will be staying after the office closes, to park outside of the area before hand.

Pets

We do not accept pets in the park between 26th December - 7th January under any circumstances. Outside of this period we are happy to accept pets providing our Pet Policy is adhered to.

As a small park, we have a limit of 2 dogs per site, no exceptions. All pets must be kept on a leash when walked around the park and fully controlled by an adult at all times.

Pets are not allowed in the Swimming Pool, Amenities Block, Camp Kitchen or in the Villas - this includes being on verandas. Owners must clean up after their dogs immediately. No Barking/howling will be tolerated. Please do not leave your pet unattended - your dog is your responsibility and must go with you when you go out.

We have a zero tolerance policy on our pet policy and failure by pet owners to observe these simple rules will result in eviction from the park.

Risk Warning

The management wishes to warn occupants, guests and other persons who engage in any recreational activity within the meaning of the Civil Liability Act 2002 in or near the park that the pursuit of such activities may result in harm or injury. All persons who engage in a Recreational Activity do so at their own risk.

Please note that if you fail to abide by the Rules of Bellinger River Tourist Park that we have the right to ask you to leave. These rules are in place to protect all visitors of the park.