

Terms & Conditions:

EXTRA INFORMATION

Park operates on bore water, no fresh water taps available.

Cabin check out is 10am & check in at 2pm.

Powered site check out is 10am & check in 12pm.

Unless prior arrangements made with Management.

Management reserves the right to relocate or change the site number/accommodation number after booking.

Online Reservations:

All online reservations require payment in full at the time of booking. Should guests prefer to only pay an initial deposit (subject to the conditions above) they will need to call the reservations staff to confirm their reservation. Some rates and special offers displayed online may not be bookable over the phone or may require payment in full regardless of booking method. Remember to check the terms and conditions of all special offers advertised online before confirming a reservation or contact our friendly reservation staff for further information.

Cancellation Policy: Refund Policy

Refund of deposits and fees paid are available under the following circumstances:

Early Departures

Melrose Caravan Park does not refund should you cut short your reservation or holiday.

Cancellation Policy

OFF PEAK

Cancellations providing more than 7 days' notice in relation to the scheduled arrival date are fully refundable.

Cancellations inside 7 days of scheduled arrival date will be refunded less a \$30 cancellation fee.

Cancellations on day of arrival will result in forfeiture of all monies paid.

PEAK PERIODS

Cancellations providing more than 7 days' notice of scheduled arrival date will be refunded less a \$30 cancellation fee.

Cancellations inside 7 days of scheduled arrival date will be refunded less a \$50 cancellation fee.

Cancellations inside 48 hours of the scheduled arrival date will result in forfeiture of all monies paid.

Please Note: Where a deposit or prepayment is to be refunded, an administration fee is to be charged.

Alternatively, the total refund amount may be transferred to a future booking (to be used within 12 months)** and no administration fee will apply.

** Monies not utilised within the 12 month period will not be extended & will result in forfeiture of all monies paid.

Pet Policy: Pets

- Please contact Office prior to booking for clarification of dog-friendly cabins and availability.
- Bookings in our dog-friendly cabins incur a \$45 (minimum) cleaning surcharge.
- Dogs must be supervised at all times and never left unattended. This includes inside tents, vans, dog-friendly cabins and any other accommodation.
- When in the park, dogs must be kept on a leash and under their owner's control at all times.
- Dogs are not permitted in any communal areas (including, but not limited to the camp kitchen and amenities block).
- Owners are responsible for cleaning up after their dogs (this 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.
- All dog owners, whether expressly agreed or not, assume all liability regarding their dog being on the premises and indemnify Melrose Caravan Park against all and any damages, all or any claims or other suits that may arise as a result of your dog being anywhere in the Caravan park.

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