

Wayatinah Lakeside Caravan Park - Terms and Conditions (revised 2 June 2025)

These terms and conditions constitute the policies governing entry to the park for all annual and casual guests and registered visitors. By entering the park you are confirming agreement to these policies. Our terms and conditions are subject to periodic review. The current version is available on our website (www.wayatinah.com) and will take precedent over any previous version which may have been emailed upon booking or entering a site agreement at the park.

Definitions

“*Booking*” means the booking of any form of accommodation or site provided.

“*Our Website*” means the www.wayatinah.com website and our online booking platform linked to this website.

“*Services*” covers the provision of sites as well as access to all park amenities, facilities, equipment, and any goods sold.

“*Infrastructure*” means any, and all, physical structures and facilities fixed within the park including but not limited to buildings, roads, power and gas fittings, gardens and plants, gates, fences, and signage.

Interpretation

These Terms and Conditions are explained only in the English language. If there is any conflict in meaning between the English language version of this agreement and any version or translation of this agreement in any other language, the English language interpretation shall prevail.

Principal Conditions

Before entering the Park, you acknowledge that:

- You have not relied on any representation or information from any source except our website, online booking engine or speaking directly to park staff.
- You understand our services and sites available and are satisfied that these are suitable and satisfactory for your requirements.
- When you make a booking or enter an annual site agreement with us you do so under these published Terms and Conditions. You are deemed to have accepted these (even if you and others in your party chose not to read these).
- We are a family-oriented park and have zero tolerance to illegal behaviours including the use of illicit drugs onsite and actions which impinge upon the safety, security, quiet enjoyment or comfort of children and other guests.
- You understand any breach of Park procedures and requisite behaviours may result in you, and other members of your party, being evicted without refund of monies paid.
- You agree to reimburse at reasonable cost, any damage to any site or Park infrastructure by you or any person for whom you have made a booking, or who is in your party.
- Parents will be financially responsible for costs associated with any park damage caused by minors in their care.
- You will reimburse us for any loss caused to the park, staff, contractors, visitors, and other guests, arising from:
 - your breach of these Terms and Conditions.
 - any adverse effect you may have on any third-party customer or client of ours, or any actual or potential booking or site agreement by any person.

General Conduct and Behaviour

- Quiet time is strictly 10:00 pm until 7:30 am every night of the year (excluding New Year's Eve where quiet time is relaxed until 2pm). All music and loud noise must stop at the commencement of quiet time and site conversations kept quiet so as not to disturb others who may be sleeping or attempting to sleep.

- We are a family-oriented, no-party park so please keep offensive language and profanities to a minimum.
- For the safety and security of all others please observe all signage around the park and any instructions given to you by staff or park owners.
- Children and young persons (aged sixteen and under) must always be under direct parental supervision.

Bookings and Accounts (not applicable to annual site holders)

- At time of booking a deposit equivalent to a single night's tariff is payable to confirm the booking. Your booking is not confirmed until this deposit is paid.
- Any bookings not accompanied by a paid deposit will lapse automatically after 7 days.
- Bookings cannot be transferred or resold (in whole or in part) without our permission.
- If you make a booking on behalf of a business or company, you must have full authority to do so. You are responsible for distributing these Terms and Conditions to those guests covered by your booking and may be held accountable for any costs associated with damage arising from non-compliance with our Terms and Conditions should you not distribute these.
- If you make a booking on behalf of an extended group or club, you are responsible for ensuring all covered by this booking are aware of our Terms and Conditions. You may be held accountable for, and may be evicted with, members of your group who have not seen out Terms and Conditions.
- You must be at least 17 years old to book a campsite or enter into an annual site agreement. If you arrive at the park and are under 17 years of age you will not be permitted to stay if unaccompanied by an adult.
- We reserve the right to apply minimum stay periods, especially for bookings occurring during Tasmanian statutory holiday periods (e.g., Christmas Eve to New Year; Easter; Tasmanian public holiday long weekends).
- We accept payment by cash and credit or debit card (VISA and MasterCard). We do not accept personal cheques.
- Any outstanding fees for casual camping sites must be settled upon arrival at the park unless you have paid in full through your individual, secure guest portal link prior to arrival.
- All services and fees charged are inclusive of GST.
- A fee of \$5 per day or \$35 per week is payable for any unoccupied caravan left for storage in the park (excluding those covered by an annual site agreement use). Normal overnight fees will be charged for periods of occupancy.

Check-in (excludes annual site holders)

- No person is to enter the park without online pre-check or check-in in person at the office upon arrival (or prior notice if attending a long-term site).
- Check-in is strictly from 2 pm - 5.00 pm (AEST or AEDT) for all casual campers. If you are arriving after 5pm you will need to check-in online before the office closes on your arrival date and an envelope with your site and instructions for entry will be left for you at the reception office for collection.
- Late arrivals without prior online check-in may be delayed, denied and/or a late arrival fee charged to cover staff call-back inconvenience and costs.
- The cut-off time for late arrivals is strictly 9pm for the safety and comfort of all other in-situ guests.

Check-out (excludes annual site holders)

- Check-out is strictly 11 am on your day of departure.
- You need staff approval to extend your departure beyond 11am. You must seek this before 10am on the scheduled morning of departure and late check-out fees will apply and must be paid in advance.

- Approvals for late check-out or an extended stay are subject to site availability.
- Refunds are not payable for guests choosing to check out early due to inclement weather.

Camp Amenities

All guests and registered visitors are welcome to use all camp amenities but please note the following applies:

- No smoking or pets allowed inside the camp kitchen, ablutions blocks, BBQ shelters, pool enclosure and other park buildings.
- All minors (aged under 17) must be accompanied by an adult whilst inside the camp kitchen, ablutions blocks, BBQ shelters, pool enclosure and other park buildings.
- Open hours for the camp kitchen and BBQ areas are from 7am until 10pm (unless extended hours approved in advance) and pool is from 10am until 6pm when open.
- During peak periods the camp kitchen will be locked during out of hours.
- The camp kitchen is primarily for the preparation and consumption of food. The following also applies when using:
 - Please do not monopolise this space to the exclusion of others and move on once finished.
 - Wash-up all dirty equipment and utensils and don't leave in the sink or draining tray.
 - Wipe down all surfaces used (including seats and tables),
 - Dispose of rubbish into the bin provided.
 - Leave the floor tidy and vacuum if necessary - a wand vacuum is hanging beside the fridge - not be used for liquid spills and a broom beside it.

Site Locations

- Annual site holders must park and camp strictly within the confines of the allocated site

Casual campers:

- Wherever possible we will try to ensure you are placed upon a specific site if you have a preference and if not already booked. We do however reserve the right to move you to another site to maximize occupancy and accommodate group bookings across peak periods.
- If your site is unavailable on arrival (due to any reason) then, we will either:
 - provide an alternative site in the park; or
 - at your request, cancel your Booking and refund you any money you have paid in advance for the site and services.

Passenger Vehicles

- Strictly one passenger vehicle plus caravan or camper trailer (if applicable) per site - see staff for alternative parking for additional vehicles, trailers, and boats.
- Under no circumstances must your vehicle or camp set-up encroach upon another site, impede traffic flow through designated access corridors and roads and must not prevent reasonable access to other sites or staff access for rubbish removal, wood deliveries, firepit retrieval etc.
- Vehicles must be parked at least 2 metres away from any fire hydrant to ensure visibility and ease of access in an emergency.
- All vehicles must observe a 10km speed limit upon entering our driveway and then a 5km speed limit (walking pace) once inside the park gate.

Pushbikes and Recreational vehicles

(Includes on and off-road motorbikes, all-terrain vehicles and four wheelers, pushbikes, scooters and motorised e-bikes, e-scooters and battery-operated children's motorbikes and four-wheelers).

- We are a strict no helmet, no ride property. Helmets must be always worn whilst riding in or on any of the above whilst in the park.
- Only non-motorised bikes and scooters may be ridden around the park in a manner that does not impinge upon other campers and campsites.
- All other recreational vehicles must not be ridden within the park unless:
 - the vehicle has MAIB coverage (i.e fully registered and plated; Recreational Vehicle (RV) registered and plated), or
 - is insured with public liability coverage under a relevant recreational or commercial vehicle policy by the owner.
- Any rider/driver must hold a current and appropriate license to operate the vehicle within the park (i.e. Tasmanian Class R license for Motorbikes; Class C license for Quadbikes and ATVs or interstate equivalent).
- Offroad vehicles and riders/drivers meeting the above conditions may only exit and enter the park directly. Riding or driving around the park in offroad vehicles is still not permitted.
- Licenses, registration papers or insurance policy certificates of currency must be provided to park staff upon request for offroad vehicles being ridden or driven within the park.
- All other offroad vehicles (i.e. those being driven or ridden by unlicensed rider/ driver and/ or those without registration or insurance) must be pushed or trailered in and out of the park.
- All other recreational vehicles must only be ridden straight from your campsite to outside of the park. Riding around the park on or in these vehicles is prohibited.
- The vehicular speed limit of 10 km applies whilst on the park driveway and entrance and 5km once you pass the park electronic entry gate.

Armbands

- During peak times waterproof armbands will be issued to all adults and children aged four and over to be always worn during your stay. The only persons (other than infants and toddlers) exempt from this requirement are individuals named on annual site agreements.
- Wearing armbands when required is a non-negotiable condition of yours, and all occupants of your site, stay.
- Should an armband require replacement during your stay the old band must be presented to obtain a new one.
- Persons found in the park without armbands will be evicted.

Visitors

- Half-day fees apply to all visitors and visiting hours are strictly between 12:00pm and 6:00pm.
- All visitors must register at the reception office prior to entering the park. Any visitor on park property without having registered or sought property owner's permission are trespassing and will be evicted immediately.
- If registered guests invite visitors into the park without registration and owner permission, they too may be evicted.
- All visitors will be issued with visitor armbands during peak times which must then be worn whilst in the park.
- Visitor vehicles are not to enter the Park unless approved to do so.
- The Site holder is accountable for ensuring any visitors comply with applicable Terms and Conditions relating to their behaviour and actions within the park.

Smoking

- Smoking is not permitted inside, or within 5 metres of the entrance of, any park building or roofed structure.
- Cigarette butts must be disposed of appropriately and not thrown or left on the ground as litter anywhere in the park.

Fires

Fires are permitted in the park excluding periods of declared total fire bans. We do supply fire pots free of cost, but the following conditions apply for continued use:

- Fire pots must not be left unattended when alight.
- No overloading of wood on a burning fire pot and wood must not overhang the sides or top of the fire pot.
- Only firelighters, wood and paper may be burned in our fire pots - all cans, bottles, foodstuff, and other rubbish is to be placed in the bins provided.
- Fire pots must not be emptied anywhere or at any time within the park by any-one other than staff.
- Fires must not cause damage to others property including our ground cover, gardens and trees.
- Chainsaws are not to be used at any time or anywhere within the park.
- You may only use your own fire pot or wood stove after inspection and approval by staff. The above conditions of use apply.
- If you do not adhere to the above conditions, your permission to have a campsite fire will be revoked.

Cancellations

- Bookings may be cancelled at any time up to 7 days before scheduled arrival date.
- A site is reserved up to 5:00pm on the arrival date unless you have checked in and advised us of your expected time of arrival (ETA) being later than 5pm online.
- All non-peak booking deposits will be retained by Wayatinah Lakeside Caravan Park for any cancellations made within the 7-day period immediately before arrival date.
- All non-peak period bookings made within 7-days of arrival for which full fees are paid, if cancelled, the equivalent of a normal deposit (i.e. first night's tariff) will be retained but remaining monies refunded.
- All fees paid for peak periods will be retained for cancellations with less than 7 days' notice.
- Any no-show after booked arrival date will result in cancellation of the booking, reallocation of the site and retention of all fees paid.
- We may, with absolute discretion, review non-refunded monies for compassionate grounds following a written request to do so.

Pets

- Dogs that have been classified with any Australian Municipal Council as a dangerous dog or have previously attached another animal or person are not to be brought into the park.
- Dogs must be kept securely contained on your site and not able to encroach upon another site.
- Owners must pick up and dispose of all dog's droppings deposited on park land (including the driveway from the main road down) in suitable plastic bag which must be sealed before placing it into a park garbage bin.
- Dogs must be on a leash and under owner control when not contained on site in either a vehicle or crate anywhere on park land.

- Pets must not be taken into any park building, amenity block food preparation area or the pool enclosure.
- Other pets may be approved to come into the park at our discretion, but approval must be sought in advance of arrival.

Liability for Loss

- You agree that in any circumstances when we may become liable to you, the limit of our liability is the amount you have paid us for your booking.
- We shall not be liable to you for any loss or expense which is
 - indirect or consequential loss; or
 - economic loss or other loss of turnover, profits, or goodwill: or
 - normally covered by insurance which would be reasonable to have in the circumstances (for example but not limited to vehicular insurance and travel insurance).
- Nothing in this agreement shall be construed as limiting or excluding our liability for death or personal injury caused by our negligence.