



MOTEL

BRISBANE VALLEY RAIL TRAIL

Deposit, Cancellation & Refund Policy

LOW / MID SEASON	
DEPOSIT:	First full night rate to be paid at time of booking to secure site / accommodation. <ul style="list-style-type: none"> • Balance due on Arrival or deductible from card for late arrivals. • Any discounts will be applied on check-in
CANCELLATION:	Cancellation requests must be in writing, in one of two methods; <ol style="list-style-type: none"> 1. via mail to:- Esk Caravan Park, 16 Hassall Street, ESK, QLD, 4312 2. via email to:- info@eskaravanpark.com.au
14 DAYS + NOTICE:	Refund of monies paid, less administration fee of \$30 (Monies will only be refunded by the same method in which they were originally paid.)
WITHIN 14 DAYS OF ARRIVAL DATE:	No refund of monies paid.

PEAK PERIODS – CHRISTMAS, EASTER, LONG WEEKENDS & RACES WEEKENDS	
DEPOSIT:	First full night rate to be paid at time of booking to secure site/accommodation <ul style="list-style-type: none"> • Balance due on Arrival or deductible from card for late arrivals. • Any discounts will be applied on check-in
CANCELLATION:	Cancellation requests must be in writing, in one of two methods; <ol style="list-style-type: none"> 1. via mail to:- Esk Caravan Park, 16 Hassall Street, ESK, QLD, 4312 2. via email to:- info@eskaravanpark.com.au
28 DAYS + NOTICE:	Refund of monies paid, less administration fee of \$30 (Monies will only be refunded by the same method in which they were originally paid.)
WITHIN 28 DAYS OF ARRIVAL DATE:	No refund of monies paid.
DATE CHANGE:	Provided 14 day's notice is given for low season bookings or 30 days notice for peak period bookings, we can honour this request. However, bookings can only be changed once from the original booking dates.
FAILURE TO NOTIFY OF CANCELLATION:	If you do not notify the park office of your cancellation or, if you do not arrive by 10am on the day after your scheduled arrival date, your reservation may be cancelled by the park manager without refund of any paid monies.

PLEASE NOTE:	<ul style="list-style-type: none"> • Where a deposit or prepayment is to be refunded; a \$30 administration fee will be charged. Alternatively, the total refund amount may be transferred to your guest account (to be used within 12 months) and no administration fee will apply. • Reservation nights cannot be reduced on check in. • Specific Cabins or Sites cannot be guaranteed, all preferences are taken into consideration. • We reserve the right to relocate a booking from any Site or Cabin, without notice. • Cheques cannot be accepted on arrival. • Minimum booking periods must be observed with all reservations. • A refund or transfer of dates is not given for unexpected departures. • Valid credit card details are required for all Cabin reservations. • Refunds may take up to 30 days to appear in your account. • All visitors must pay for the use of park facilities - \$10/adult \$5/child (Subject to availability). • All balances are due on Arrival or deductible from credit card for late arrivals.
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PET FRIENDLY ACCOMMODATION POLICIES

PET FRIENDLY FACILITIES

Our park's unique pet friendly facilities allow you to go on holiday without having to worry about your pets. Pets are allowed in our caravan park tourist sites and pet friendly cabins by prior arrangement and are subject to the conditions below. **Be sure to inform our staff of your pets upon booking.**

CONDITIONS:

- All pets are to be approved by Park Management at the time a booking is made. Management reserves the right to refuse entry to any pets.
- Maximum number of pets on our caravan park's powered or unpowered sites and in our cabins is two, unless by special arrangement.
- Pets must be on a lead at all times whenever outside owner's accommodation (any type) and must not create a nuisance.
- Pets that consistently make noise/bark or show aggressive behaviour towards people or other pets are not permitted in the park.
- All droppings must be picked up immediately and disposed of.
- Pets are not allowed in the communal areas (amenities, pool or camp kitchen etc) at any time.
- As the pet owner you accept full responsibility for any personal injury or damage caused by your pet whilst in our park.
- No pet is to be left unattended at anytime. Please take your pet with you whenever you go out.
- In addition to our Park rules, owners are also responsible for compliance with local council laws and regulations.
- Anywhere in the Australian Bush there is a possibility of ticks. We recommend you consult your vet prior to your visit regarding preventative treatment such as 'Frontline' and check your pet daily whilst on holidays.

PLEASE OBSERVE OUR POLICIES AS EVICTION RESULTS IN FORFEITURE OF ALL FEES.

WWW.ESKCARAVANPARK.COM.AU