



Esk Caravan Park & MOTEL GROUP



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THANK YOU FOR CHOOSING THE ESK CARAVAN PARK & MOTEL GROUP AS THE DESTINATION FOR YOUR UPCOMING VISIT TO THE BEAUTIFUL SOMERSET REGION

YOUR BOOKING

Your reservation is accepted for the number of guests and animals stated on your booking confirmation.

Any additional guests or pets may incur further charges and/or the requirement for additional accommodation/sites.

By entering the Esk Caravan Park, BVRT Motel & Esk Wivenhoe Motor Inn you acknowledge that you are a tourist, and you are entering the property for holiday purposes only.

We look forward to welcoming you to our PicturEsk piece of Paradise - please do not hesitate to contact one of our friendly reception team if we can be of any assistance ahead of your arrival.

CHECK IN / OUT

Cabin, Motel and Glamper check-in from 2pm. Site check-in from 11am. As we are unable to provide early check-ins, we kindly ask that you do not arrive any earlier than the check-in times noted above as to avoid any inconvenience or disappointment.

Departure is 10am. A late check-out can be arranged the day prior to departure for a fee and subject to availability.

If arriving after office hours, please advise so special arrangements can be made for a late arrival.

GROUP BOOKINGS

If you are travelling in a group, please contact our team to arrange a group booking as we endeavour to keep group members as close together as possible to maximise your socialising time.

If your booking is part of a group, the 'Accommodation Outstanding' amount noted on your booking confirmation may change subject to final group numbers. Group discounts are applied to the final booking balance, where eligible.

10PM QUIET TIME

The peaceful enjoyment of our Park and its facilities by all of our guests is important to us.

Please be considerate of your neighbours by restricting noise from speakers, TV and social gatherings between 10pm and 8am. We have a 'zero tolerance' policy for noise complaints received after 10pm.

Our Park team will not accept anti-social or unruly behaviour. Repeated failure to comply with our park policies - and any illegal activities - will not be tolerated. Management reserves the right to immediately terminate the occupancy of the offending party/s without explanation and no refunds will be given.

CAMP KITCHENS

Guests are invited to utilise our main Camp Kitchen and smaller 'Chill n Grill' to socialise and make use of our BBQ's, Pizza Ovens and cooking facilities.

The main Camp Kitchen hosts regular live entertainment of a weekend and is the perfect spot to catch up with new and old friends.

We kindly ask that all BBQ's, Pizza Trays and utensils are cleaned after use and that the camp kitchen is vacated by 10pm when the lights automatically switch off.

VISITORS

For the safety and security of our guests and residents, all visitors are required to sign in at the office on their arrival.

We are very passionate about ensuring that our guests have exclusive use of the Park facilities. With this in mind - and subject to availability - visiting family and friends may use the park pools and camp kitchens with the purchase of a day pass, priced at \$10 per adult and \$5 per child.

Guest parking is available near the swimming pools, or on Hassall Street.

SITE REQUESTS

Our team ensure all guests are placed onto sites that best suit their van, tent or motorhome for the duration of their stay.

While we do our utmost to meet the requests of our guests, we are unfortunately unable to guarantee specific sites and do not confirm site numbers ahead of arrival.

FIRES IN THE PARK

The stone fireplace in the main Camp Kitchen is set by 4.30pm each day during the cooler months of the year for our guests to enjoy. Firewood for the pot-belly in the 'Chill n Grill' is available on request.

We allow the use of approved braziers and firepits on a selection of powered and unpowered sites, subject to any imposed fire restrictions.

If you would like to have a fire, please ensure you advise our team ahead of arrival so we can check availability and relocate your booking if possible.

To limit damage to our grounds, we request the use of a drop tray and fire blanket under the brazier to protect the grass. Fire blankets may be purchased from reception for \$10 on arrival.

CANCELLATIONS

Please review our Booking Cancellation Policy for details on deposit requirements and cancellation requests.

No refunds or credits will be given should you decide to check out early.

CABIN & MOTEL BOND

A valid credit card is required for all Cabin and Motel accommodation bookings. Your card will be held securely on file to be applied on unpaid balances, damages or excessive cleaning.

CCV codes are never kept. If a valid credit card is not available, a refundable \$200 cash bond and valid licence or passport will be requested.

TRAVEL INSURANCE

We strongly recommend all guests hold an insurance policy covering both their vehicles and vans as we take no responsibility for Force Majeure events, such as damage sustained due to falling branches or other extraordinary events or circumstance beyond our control.

In addition, it is advised that guests take out travel insurance whilst on holidays. This should protect against the unlikely event that you may be forced to cancel. Examples of unforeseen circumstances: in case of bad weather (i.e. excess rain), death in family, transport difficulties (i.e. plane strike or flights being cancelled), severe emergency events (i.e. flood, fire) – these are just some issues you may face.

Insurance policies vary between companies so take the time to research thoroughly to ensure you are protected against all issues that may be encountered. You may receive an email about cancellation insurance from Chubb insurance.

CHILDREN IN THE PARK

The supervision of children is vital for their safety and the enjoyment of all guests.

Children must be accompanied by an adult when visiting the family pool, amenities and using the park facilities.

BIKES & RIDE-ON EQUIPMENT

Bikes and scooters may be ridden in the Park with the use of a safety helmet and in a manner that does not endanger themselves, other persons, or any property.

If riding after sunset, bikes must be fitted with appropriate reflectors and lights.

The riding of skateboards, rollerblades, in-line skates or any other ride on apparatus is not permitted in the park.

Please ensure bikes and scooters are not ridden inside the camp kitchens & do not block entry points to park facilities or create tripping hazards.

Dedicated bike parking stations are provided outside of the family and adults-only pools and on the Southern entry point of the main Camp Kitchen.

BALL GAMES

Due to confined spaces and risk of damage to vehicles, vans & residential homes, ball games are unfortunately not permitted in the Park.

There is a lovely grassed area 100m from the park entry towards Sandy Creek and a fully-equipped playground at Pipeliner Park which provides the perfect space for children to play. Please visit reception for directions.

PETS IN THE PARK

We are a pet-friendly property and welcome well-behaved fur-friends on our sites and in our pet-friendly cabins by prior arrangement.

Please ensure your pet remains on their lead throughout the park, is picked up after, and any barking/noise is kept under control.

We ask that pets not be left unattended at your site or be taken into common areas, such as pools, the camp kitchen, or amenities due to health regulations. Hitching posts are provided throughout the park grounds.

If you have notified us that you are travelling with a pet, a Pet Condition of Entry form will be sent to you electronically for signing ahead of arrival.

Alternatively, you may sign a hardcopy at reception upon check-in.

We kindly request that all guests adhere to our pet policy in the spirit of respect and consideration for others during their stay. The responsibility for controlling and managing your pet rests with you.

PET FEES

Pets are welcome to stay with you for free on our powered and unpowered sites.

A modest cleaning fee applies in our pet-friendly cabins and accessible motel room.

If you have not advised us you are travelling with a pet at the time of booking your pet-friendly cabin or motel room, an additional fee will be added to your booking upon arrival, being \$30 for the first night and \$10 per night thereafter, per pet.

Pack your pooch and head on out to our PicturEsk piece of paradise for the ultimate guilt-free escape.