

## **Important to Note – Read full Terms & Conditions including cancellation policy.**

A confirmed booking indicates you have read and agree to, the Terms & Conditions of Mole Creek Caravan Park.

We reserve the right to refuse entry into Mole Creek Caravan Park. This is a privately owned land and business operation.

**Credit card surcharges apply to card payments:** 1.6% Visa/Mastercard; 3.95% Amex.

## **Terms & Conditions**

### **Check in/Check Out - Winter Hours (Mid-May to Early October)**

Sites check in is strictly between 1-5pm unless arranged prior.

Check out is 11am.

### **Check in/Check Out – Regular Hours (Early October to Mid-May)**

Sites check in is strictly between 1-6pm unless arranged prior.

Check out is 11am.

**Cabin check in is 2pm. Cabin check out is 10am.**

**For early or late check in,** please contact reception by phone or email *inside our office hours* on

Phone: 0493 067 877

Email: admin@molecreekcp.com.au

### **Final Payment**

Final payment is due 2 days prior to check-in

### **Office Hours – Winter (Mid-May to Early October)**

Monday to Sunday: 1pm - 5pm

### **Office Hours**

Monday to Saturday: 10am - 6pm

Sunday: 1pm - 6pm

### **Amenities**

Showers: \$1 coin = 5 minutes hot water

Please bring \$1 coins with you. We cannot guarantee availability on site, particularly for late check-ins.

Washing machine: 5 X \$1 coins per load. Dryer: \$1 coin per 10 minutes

**Creekside sites do not have taps.** You are welcome to fill tanks at our amenities block.

There is **no dump point** here (the nearest are at Deloraine or Sheffield).

**No generators or chainsaws.**

**No Electric Vehicle charging. No E-scooters or E-bikes to be used** in the park.

**One vehicle permitted per site/cabin.** Please discuss additional vehicle needs with us.

Please keep **grey water** hoses well away from the creek and if you are on the tree line, we appreciate you running your grey water on pine trees or raspberry canes.

### **Campfires**

Campfires are permitted in provided firepits, unless in the case of a total fire ban. Firewood is available to purchase from reception during office hours.

Firewood: \$20 per cart, you are welcome to bring your own pre-cut, seasoned wood. *Please do not chop wood on fire-pot pavers. No chainsaws at any time.*

**Camp Kitchen** : Contains fridge, microwave, 2 x gas burner cook tops, jug and toaster. There is a cash only vending machine with soft drinks and confectionary available. Please avoid using too many appliances at once, it may trip the power. We do not supply cooking equipment, crockery, cutlery, dishwashing liquid or sponges.

Persons under 18 years must be accompanied by an adult.

We are a quiet park, please respect other campers and keep noise to a minimum. Excessive noisemakers may be asked to leave, without refund for future nights.

### **CANCELLATION / REFUND POLICY**

Refunds may be given (less \$5 admin fee) if:

A minimum of 48 hours' notice is given

A minimum of 2 weeks' notice during peak seasons is given (Christmas/New Year period, school holiday periods and local long weekends)

**No refunds are given for early departures or cancellations once arrived.**

### **Pet Policy: DOGS:**

Dog must be declared on booking or check-in. No anti-social, aggressive or excessively noisy dogs in the park. Droppings must be disposed of in bags and placed in bins. All dogs must be on leash at all times, no exceptions. Refusal to comply will result in eviction from the park. We have free range pet chickens and have had chickens killed by guests' dogs in the park.

Our dogs, "Walter" and "Summer" may not be on leashes, as this is their home.

Many Thanks,

Brian & Michelle

