



TERMS & CONDITIONS:

We are a privately owned business and want to provide you with facilities that ensure your stay is comfortable and relaxing. Therefore the park terms and conditions have been designed for the safety and comfort of all our guests. By acceptance of an accommodation booking is acknowledgement and agreement to these terms and conditions.

- The tariff is based on the number and type of guests for the specified time and duration. Any changes thereto will alter the tariff.
- All booked guests must be paid for on arrival. Failure to notify us of any changes prior to your arrival date will see no alteration in the tariff unless changes increase the tariff.
- Prices quoted are current at the time of booking, inclusive of GST and firm upon full payment for the specified time and duration.
- Online bookings will be charged the full amount at the time of making a booking.
- Only one promotional/ membership offer/ deal can be redeemed on any booking.
- Promotional codes, vouchers or membership discounts must be redeemed at time of online and direct bookings.
- Full payment for cabin bookings is required 14 days before arrival date
- Full payment for bookings on long weekends, School Holiday periods, Christmas/new year period & events is required 14 days before arrival date.
- Due to the small size of our holiday park, only one car is permitted at each cabin or site. Any extra cars will have to be parked in our visitors parking area.
- Cabin keys will not be handed out to any other guest other than the booked guest.
- Cabin/ Site check in time Powered Sites 12noon, Ensuite Powered Sites and Cabins 2.00pm is firm unless discussed prior to this time allowing early check-in.
- Cabins are not serviced daily.
- Each online booking website has its own cancellation/ refund policy that might also be relevant to the specified deal that is being offered. Please check carefully.
- Water restrictions are now in force. Washing of vehicles requires approval from management prior to washing your vehicle.
- While we can accept requested cabins/sites, please note that sometimes this is out of our control and you may be moved to another cabin/site without notice.
- Whilst Rich River Tourist Park is a pet-friendly park, not all cabin accommodation is pet-friendly. Policies for pets can be found on our website, guests must adhere to them at all times. Rich River Tourist Park accepts no responsibility for any extra costs needed to place your dog into dog care if you have booked a non-pet-friendly cabin.
- Rich River Tourist Park respects your privacy. if you do not wish to have your email address added to our database, please advise us on arrival.
- Persons under 16 years of age must be accompanied by a parent or guardian for all accommodation and facilities ie pool, games room etc on the park.
- We reserve the right to refuse entry into Rich River Tourist Park. A full refund will be issued under these circumstances.