



## District Council of Yankalilla

### Jetty Caravan Park, Normanville

#### Park Rules

Version 2.0 – March 2012

These Rules will be reviewed in March 2014 or earlier if circumstances warrant such action

Approved by the Caravan Parks Committee on  
8 March 2012.

These Rules have been developed to assist in clear communication between Council and guests at the Jetty Caravan Park, Normanville.

Fees shown in this document were correct at the time of publication, however, these may change at any time. Where any discrepancy occurs the Schedule of Fees and Charges shown on Council's website ([www.yankalilla.sa.gov.au](http://www.yankalilla.sa.gov.au)) shall be taken as correct. Fees are GST inclusive.

We reserve the right to move bookings within the park to sites of a similar standard and cost at the discretion of management.

#### **Seasons**

Peak season is:

- from 16 December to 31 January inclusive,
- the Easter holiday period,
- long weekends, and
- all South Australian school holidays.

Off peak is the remainder of the year.

#### **Bookings and Cancellations**

##### Deposits.

*Off Peak.* The first night's tariff is required as a deposit for all bookings in off peak seasons.

*Peak.* The first night's tariff is required as a deposit for all bookings in peak season with 50% of the total accommodation account required to be paid two weeks before the first day of the booking.

Tariffs. Two adults are included in the tariff for any site or cabin. Additional adults or children five years or older attract an additional tariff.

Linen. Linen is provided for the main bed in Executive Cabins; all other accommodation requires the guest to provide their own linen.

Minimum Nights. Three nights in Peak season.

Cancellations by Guests.

An **\$11** administration fee is charged for all cancelled bookings.

Full refunds, less administration fee, are available for cancellations made more than 30 days prior to scheduled arrival or the deposit may be transferred to a new booking within a twelve month period from the date of cancellation.

50% refunds, less administration fee, will be available for cancellations made more than 15 but less than 30 days prior to scheduled arrival or the full deposit may be transferred to a new booking within a twelve month period from the date of cancellation.

Deposits shall be forfeited where cancellations are made with less than 15 days notice prior to scheduled arrival or the full deposit may be transferred to a new booking within a twelve month period from the date of cancellation.

Re-bookings must be in the name of the original reservation ie they are not transferable to another party.

Note: Rollovers of bookings are not permitted whereas re-bookings are accepted ie the guest must contact the Park Managers to change the dates of bookings as no automatic rollover will occur.

Cancellation by Management

We reserve the right to cancel bookings where confirmation has not been made prior to two weeks before the date of arrival.

Refunds After Arrival. Unless prior arrangements are made, payment for all bookings must be made in full at the time of check-in. Please note that no refunds or credits will be permitted after arrival should you vacate early.

***General***

Credit Cards. To be advised.

Vehicles/Vans and Pleasure Craft

Only motor vehicles, caravans and pleasure craft that are road or sea worthy, registered and insured are permitted in the Park. Up to two motor vehicles, one caravan and one pleasure craft can be on sites where space permits.

Visitors Vehicles

No visitors vehicles are permitted in the Park. Vehicles may be parked in the public car park adjacent to the caravan park.

No Smoking Policy. All internal areas including accommodation and other buildings are non smoking areas. A **\$275** cleaning and deodorising charge will be applied if this policy is breached.

Visitors. As a guest of the Jetty Caravan Park Normanville, you are responsible for your visitors. All visitors are to report to the office on arrival. If any visitor has not vacated by 10 pm you will be charged the extra person rate.

Inappropriate Behaviour. We reserve the right to eject any guest from the park deemed to be behaving in a socially unacceptable manner; that is causing damage or disturbing other guests; who is using unacceptable language; or who is otherwise breaching the Park's rules. No refunds will be given in such circumstances and charges will apply for any damage caused, losses or extra cleaning that result from this behaviour.

We reserve the right to refuse a booking at any time from any person reasonably believed to not be the person named on the booking request or the person named on the credit card; from anyone not authorised to use the card; from anyone not able to pay for any charges; from anyone who may cause damage to the property or to other guests; from anyone who exhibits socially unacceptable behaviour; from anyone who may be younger than 18 years of age and not accompanied by a responsible adult.

Lost property. Non-perishable lost property is held for a maximum of 3 months, after which the property is offered to charity or otherwise disposed of.

Reception Hours. Reception is open from 8.00 am to 6.30 pm daily. Guests arriving outside these hours must contact the Park's reception during reception hours to make alternative arrangements. Guests who fail to arrive on the designated day or who arrive after reception hours without making alternative arrangements will be charged a **\$33** late check in fee. Please note that whilst the Park is open 24 hours per day staff are only guaranteed to be available during reception times.

Check-in. Begins at 12.00 noon for powered and unpowered sites, and 2.00 pm for all other accommodation.

Check-out. Is strictly at 10.00a.m. **A late check out** may be available until 12.00 noon for a fee of **\$33** subject to availability which must be arranged prior to the date of check out. Late check out not arranged will incur a fee of **\$44**. Your entry and exit code will expire at the designated check out time.

Boom Gate. The code given to you at check in is for your use at all times and not to be given to visitors, no tailgating is permitted to enter the park, any vehicle unable to exit the Park due to entering the park incorrectly or when not permitted, will be charged an exit fee of up to **\$55**. Anyone found to be giving their code to other parties may result in their accommodation being terminated.

Animals. The Jetty Caravan Park is a pet friendly Park and pets under restraint are welcome, however, no pets are permitted in, on or around cabins or budget accommodation. Patrons who breach this rule shall be charge a cleaning/deodorising fee of **\$275**.

Long Term. We do not offer any long term accommodation in our on site accommodation or tourist sites. There is a maximum 28 day stay in our on site accommodation and 45 days on our tourist sites per booking.

Extra Cleaning Charges. A cleaning fee of **\$44** per hour will be charged if, upon departure, the accommodation is found to be in an unreasonable condition. Please ensure you leave the on site accommodation with dishes washed and put away and all rubbish in the allocated rubbish bin outside your accommodation.

Miscellaneous.

In accordance with Australian Standard AS/NZ 4220 we advise that top bunks are unsuitable for children less than 12 years of age.

On arrival you will be given map of the Park and a copy of the Park Rules. You and your visitors are expected to abide by these rules whilst within the Jetty Caravan Park.

***Annual Licences***

These Rules apply to Annual Licencees unless specifically altered in the Licence.

***Caravan Storage***

Definition. The term “storage” refers to a caravan or other vehicle that is left in the Caravan Park in a defined area not being a caravan site.

Terms and Conditions. Storage is levied at the rate of **\$66** per calendar month and is to be paid in advance. This fee is reviewed yearly with updated rates for July to June being available at [www.yankalilla.sa.gov.au](http://www.yankalilla.sa.gov.au) from 1 August onward.

This monthly fee allows the owner one night for up to two persons to stay at no extra cost. This free night is to be taken in conjunction with a minimum of two paid nights and is non-accumulative and is not available between 16 December and 31 January or during South Australian school holidays.

Extra persons are to pay the normal rate as per current fee schedule.

Caravans are to be relocated from the storage area to a site and returned to the storage area by the owner. Where a guest requests a stored van to be relocated to a site this can be accommodated for a fee of **\$110**. Bookings for sites are to be made in advance and at least three days notice must be given. It is always advisable to book sites well in advance. Vans not returned to the storage area may be relocated by Park staff and will attract a **\$110** relocation fee.

Sites can be occupied from midday and caravans are to be returned to storage by 10.00 am on the day of departure. Late checkouts may be arranged.

Persons using the caravan are to abide by the rules of the Caravan Park. When arriving for your stay, please first check in at the office and settle your fees. On departure please check out with reception. This allows for prompt removal of the caravan to storage especially when the site is booked.

Any extra guests should first check in at reception and if extra vehicles are involved arrangements will need to be made for parking where space permits.

When using this facility please be aware that we take all care and accept no responsibility. **Do not leave valuables in the caravan.**

### ***Privacy***

This statement sets out our policies relating to the privacy of your personal information.

Very briefly, this web site is operated in compliance with the Australian Government's Information Privacy Principles which are outlined at <http://www.privacy.gov.au>, and we try to comply with these principles at all times.

Our web site collects the following information from our online visitors: a record of each visit that logs a visitor's IP address, the date and time of their visit, the pages accessed and/or documents downloaded, their country of origin and the type of browser used (this is the same type of information routinely collected by all web servers around the world).

No attempt is, or will be made, to identify individual users or their browsing activities except in the unlikely event of an investigation where a law enforcement agency exercises a warrant to inspect our service provider's logs. We analyse the information collected by our web server at the end of each month purely to determine our web site's overall usage statistics.

We retain the email addresses of people who send emails to us through this web site for the simple purpose of sending them a response. These email addresses are stored in a secure area of our office network (i.e. not on the website) and are not used for any other purpose. They will not be disclosed to any third party without the consent of the person who originally emailed us.

People who submit email addresses, web sites or other information for linking on this web site are agreeing to have them published on our web site by doing so. We will however, remove or modify any submitted email address, web site URL or other supplied information on request.

Visitors should note that this web site contains links to a number of other web sites that are included on the basis of containing content related to our own site's operations and/or as a service to our online visitors. When you click on a link to go to another site, you leave our web site and are no longer protected by our Privacy Policy.

This privacy statement is periodically reviewed in line with the ongoing development of our web site and/or changes to Australian privacy laws.

***Disclaimer***

Jetty Caravan Park Normanville is an independent member of Oz Parks.

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