



Terms & Conditions of Hire

Please read these Terms and Conditions of your booking carefully as any departure from them gives Management the right to refuse access, amend or terminate the booking.

Please sign and return this form along with payment of deposit to confirm the hire.

1. Please ensure all confirmation details are accurate.
2. Unless otherwise arranged, your caravan will be available from 2:30 pm on the day of arrival and is to be vacated by 9.45 am on the day of departure.
3. A deposit of 50% of the total tariff, and this signed Terms & Conditions of Hire must be received to confirm your booking within 7 days of placing the booking. Payments can be made by Internet bank transfer.
4. Full payment is due one month prior to your arrival.
5. Gift vouchers must be paid for upfront in full, with dates to be arranged within 12 months. Dates are strictly subject to availability.
6. Bookings must be for a minimum two night stay, or minimum three night stay for Public Holiday Weekends
7. We are not able to deliver/set up or Collect on Christmas Day, Boxing Day or New Years Day
8. Cancellations are refunded only when the caravan is relet for an equal number of days/dollar value. All cancellations are subject to a \$20 administration fee. No refund on any unused portion of a confirmed hire will be made.
9. No rescheduling of bookings will be accepted within one month of your stay. Rescheduling will be considered on a case-by-case basis. An administration fee of \$20 will be incurred on each reschedule.
10. Hirer must complete the Security Bond Authorisation Form on arrival, providing credit card details or cash for the \$200 bond. If you choose to provide cash and there are no claims on it, it shall be returned by direct transfer within 7 days of checkout
11. Your Security Bond Authorisation will be affected without prior notice if the caravan is left in an unsatisfactory condition on your departure. An administration fee of \$50 will be charged if a bond claim is processed. Unsatisfactory conditions shall include, but not be limited to:
 - a. The caravan requiring extra cleaning
 - b. Loss or damage occurred to the caravan, its precinct or inclusions
 - c. Loss or damage resulting from the premises being left unsecured
12. Management further reserves the right to make a claim on the security bond, without notice, to recover any costs incurred due to hirers' or hirers' visitors' failure to comply with the terms and conditions.
13. The security bond does not represent the maximum liability the Hirer may be subject to for loss or damages.
14. Your confirmation notes the maximum number of guests permitted in your caravan.
15. The Hirer must follow all compendium/operational guides as provided by the Management in order to avoid loss or damages, including but not limited to operation of kitchen facilities and correct closing of windows, doors and hatch during poor weather conditions.
16. All bed and bath linen is provided, with compliments of Management.
17. All furnishings and equipment must be left in the caravan as originally found. All damage, breakages or losses to the caravan and/or furniture/furnishings are to be reported to Management immediately and arrangements made for reimbursement. Management reserves the right to hold or use the security bond until such time as reimbursement is received. If

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- necessary, the Hirer must fulfil any requirements of the Management in their insurance lodgement process.
18. All accommodation is for short-term holiday purposes only. Functions, parties and unauthorised guests are strictly prohibited without prior arrangement. All bookings are accepted on the basis that utmost care and consideration is given to the caravan and any neighbouring guests.
 19. No responsibility is taken for Hirer's personal property left on the premises. Items left on departure will be posted COD.
 20. Hirers are responsible for the safekeeping of caravan keys. Replacement of any lost keys will incur a fee.
 21. Removal of excess garbage is the Hirer's responsibility. If left on site a fee of \$20 will be charged.
 22. Pets are not permitted in the caravan under any circumstances.
 23. No smoking is allowed in the caravan.
 24. Management take no responsibility for any inconvenience or damage to Hirer's property due to power surge or outages.
 25. Tariff does not include camping site.
 26. It is the Hirer's responsibility to arrange and secure a suitable camping site for your booking and Management accepts no responsibility for any details concerning these arrangements.
 27. The Hirer must confirm the chosen camping site within the Great Lakes Area with Management for approval, and send confirmation of the booking to Management within 7 days of the hire. Management reserves the right to refuse bookings at any location they deem unsuitable for delivery.
 28. Management reserves the right to change or cancel bookings due to unforeseen circumstances. If a suitable alternative date cannot be found, a full refund will be provided by Management.
 29. The caravan may only be towed and moved by Management.
 30. The Hirer must follow any other reasonable instructions by Management.

Hirer Full Name (print): _____

Hirer Signature: _____

Date: _____

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