

BOOKING TERMS AND CONDITIONS

Darlington Point Riverside Caravan & Tourist Park

Last updated: 23 July 2026

1. Introduction

These Booking Terms and Conditions apply to all bookings made at the Darlington Point Riverside Caravan & Tourist Park (the Caravan Park).

By making a booking, you agree to these Booking Terms and Conditions. Please read them carefully before confirming your booking.

These terms are designed to ensure all guests have an enjoyable, safe and comfortable stay. They also outline the responsibilities of guests and the Caravan Park during the booking process and your stay.

These Booking Terms and Conditions apply together with any information provided during the booking process, including booking confirmations, payment instructions and park rules.

Nothing in these Booking Terms and Conditions excludes, restricts or modifies any rights or remedies available to guests under the Australian Consumer Law, including consumer guarantees that cannot be excluded.

If there is any inconsistency between these Booking Terms and Conditions and the Australian Consumer Law, the Australian Consumer Law will apply.

2. Definitions

For the purpose of these Booking Terms and Conditions:

Booking means a reservation made for accommodation, a powered site, an unpowered site or any other available facility at the Park.

Guest means the person who makes the booking and any other person staying at the Caravan Park as part of that booking.

Caravan Park means Darlington Point Riverside Caravan & Tourist Park, including all accommodation, sites, facilities and common areas managed by Murrumbidgee Council.

Primary guest means the person responsible for making the booking and ensuring compliance with these Booking Terms and Conditions by all guests included in the booking.

3. Bookings

3.1 Making a booking

Bookings can be made online, by phone or through other approved booking channels.

A booking is only confirmed once:

- availability has been confirmed by the Caravan Park
- required guest details have been provided
- payment requirements have been met
- a booking confirmation has been issued.

A booking confirmation will be sent to the email address provided at the time of booking. Guests should check their confirmation carefully and contact the Caravan Park as soon as possible if any details are incorrect.

3.2 Guest details

The primary guest must provide accurate and complete information when making a booking, including:

- full name
- contact details
- arrival and departure dates
- number of guests staying
- vehicle and caravan information, where required
- any accessibility requirements or special requests
- details about pets.

Guests must notify the Caravan Park if any details change before arrival.

3.3 Minimum age requirement

The person making a booking must be at least 18 years of age and must have the authority to accept these Booking Terms and Conditions on behalf of all guests included in the booking.

The primary guest is responsible for the conduct of all guests, visitors and pets associated with their booking.

3.4 Availability

All bookings are subject to availability.

The Caravan Park reserves the right to correct errors, including pricing or availability errors, before a booking is confirmed. If a booking cannot be honoured due to an error or unforeseen circumstance, the Caravan Park will contact the guest and provide appropriate options.

3.5 Site and accommodation allocation

While the Caravan Park will make every effort to provide the site or accommodation type selected at the time of booking, specific site numbers or locations are not guaranteed unless confirmed by the Caravan Park.

The Caravan Park reserves the right to allocate or change sites where necessary due to operational requirements, maintenance, safety concerns or other circumstances outside the Caravan Park's control.

3.6 Group bookings

For group bookings, the primary guest or nominated group organiser is responsible for ensuring all members of the group are aware of and comply with these Booking Terms and Conditions and Park rules.

The Caravan Park may require additional information or arrangements for large groups to ensure the comfort and safety of all guests.

4. Fees and payment

4.1 Booking fees and charges

All prices are displayed in Australian dollars and include applicable taxes and charges unless otherwise stated.

Prices are subject to change; however, once a booking has been confirmed, the price will not change unless agreed with the guest or required due to changes requested by the guest.

4.2 Payment methods

The Caravan Park accepts the following payment methods:

- Visa and Mastercard credit cards
- Visa and Mastercard debit cards
- Cash (Australian dollars)
- Direct bank transfer, where approved by the Caravan Park

Where payment is made by direct bank transfer, payment details and any required reference information will be provided by the Caravan Park.

A credit card processing fee may apply to credit card transactions. Any applicable fees will be disclosed at the time of payment.

No processing fee applies to debit card transactions.

4.3 Payment requirements

Payment requirements vary depending on the booking type and booking method.

Guests must pay any required deposit or full payment by the due date provided during the booking process. Failure to make payment by the required date may result in the booking being cancelled.

4.4 Additional charges

Guests may be responsible for additional charges incurred during their stay, including but not limited to:

- damage to Caravan Park facilities, accommodation or property
- excessive cleaning requirements following departure
- lost or unreturned keys or access devices
- unpaid fees associated with the booking.

Where reasonably practical, the Caravan Park will notify the guest before applying additional charges.

By making a booking, guests authorise the Caravan Park to charge the credit card or other payment method provided at the time of booking (or check-in) for the reasonable cost of repairing damage, replacing missing items or undertaking additional cleaning where the primary guest, any other guest included in the booking, their visitors or pets are responsible for those costs.

5. Changes, cancellations and refunds

5.1 Changes to bookings

If you need to change your booking, please contact the Caravan Park as soon as possible.

The Caravan Park will make reasonable efforts to accommodate booking changes; however, changes are subject to availability and cannot be guaranteed.

Changes to dates, accommodation types or site requirements may result in a change to the total booking cost.

5.2 Cancelling a booking

To cancel a booking, guests must contact the Caravan Park using the contact details provided in their booking confirmation.

Cancellation requests should include:

- guest name
- booking confirmation number
- scheduled arrival date
- scheduled departure date.

5.3 Cancellation fees and refunds

Guests may cancel their booking at any time by contacting the Caravan Park.

A full refund will be provided for cancellations received before 2 pm on the day prior to the scheduled arrival date.

Cancellations received after 2 pm on the day prior to arrival, or failure to arrive on the day without prior notice, may result in the first night's accommodation fee being retained as a cancellation fee. Any remaining nights will be cancelled and refunded.

Refunds will be processed to the original payment method where possible.

5.4 Early departures

Guests who choose to depart before the end of their confirmed booking period are not entitled to a refund or credit for unused nights, except where required under Australian Consumer Law or at the discretion of the Caravan Park.

5.5 Circumstances outside the guest's control

The Caravan Park understands that unexpected circumstances can occur. Requests for refunds or changes due to circumstances outside a guest's control will be considered on a case-by-case basis.

Guests are encouraged to consider appropriate travel insurance to cover unexpected events.

5.6 Cancellation by the Caravan Park

In exceptional circumstances, the Caravan Park may need to cancel a confirmed booking.

If this occurs, the Caravan Park will notify the guest as soon as reasonably possible and provide appropriate options, which may include:

- transferring the booking to alternative dates (subject to availability); or
- providing a refund of payments made for the cancelled booking.

5.7 Pets

Guests travelling with pets should advise the Caravan Park at the time of booking. Pet-friendly accommodation is limited to powered and unpowered sites only and are not permitted in cabins. Assistance dogs are permitted in the accessible cabin in accordance with applicable legislation.

6. Check-in and check-out

6.1 Check-in

Check-in time is from 2 pm on the day of arrival.

Guests arriving outside reception hours should contact the Caravan Park before arrival to arrange access.

Early check-in may be available on request.

6.2 Check-out

Check-out is by 10 am on the day of departure.

Guests must leave their accommodation or site clean and tidy and return any keys or access devices as instructed by the Caravan Park.

6.3 Late check-out

Late check-out may be available by prior arrangement and is subject to availability.

Additional charges may apply. Guests should contact the Caravan Park before their scheduled departure time to request a late check-out.

6.4 Failure to check out on time

If a guest does not check out by the required time and has not arranged a late check-out, additional charges may apply, including charges for any additional nights required.

7. Caravan Park rules

These rules are in place to ensure all guests can enjoy a safe and comfortable stay.

Guests must comply with these Booking Terms and Conditions, reasonable directions from Caravan Park staff and all applicable laws while staying at the Caravan Park.

The primary guest is responsible for the behaviour of all guests and visitors included in their booking.

7.1 Respectful behaviour

Guests must behave in a respectful and responsible manner at all times.

Noise must be kept to a minimum after 8 pm and no excessive noise is permitted between 10 pm and 7 am.

Abusive, threatening or inappropriate behaviour towards staff, guests or visitors will not be tolerated.

Illegal activities are not permitted at the Caravan Park and may be reported to NSW Police.

Failure to comply with these requirements may result in guests being required to leave the Caravan Park without a refund.

7.2 Children and amenities

Children under 10 years of age must be supervised by an adult when using or visiting amenities and shared facilities.

7.3 Fires and fire safety

Self-contained, raised fire pits may be used on sites where permitted, provided they:

- are used safely and responsibly
- are not placed on grassed areas

- are attended at all times
- comply with any applicable fire restrictions.

Small fires only are permitted.

Fire restrictions may apply at certain times of the year. Guests should check with the Caravan Park before lighting any fire.

Any fire considered unsafe or incorrectly located may be required to be extinguished immediately. Failure to comply may result in guests being required to leave the Caravan Park.

7.4 Visitors

Visitors are welcome at the Caravan Park and must sign in at reception if requested by Caravan Park staff.

Visitors are not permitted to stay overnight unless approved by the Caravan Park.

Visitors must leave the Caravan Park by 10 pm unless alternative arrangements have been approved.

Guests are responsible for the behaviour of their visitors while they are at the Caravan Park.

The Caravan Park reserves the right to refuse entry to or require the removal of visitors who do not comply with these requirements.

7.5 Keys and access devices

All keys and access devices provided by the Caravan Park must be returned on departure.

A replacement fee may apply for keys or access devices that are lost or not returned.

7.6 Smoking and Vaping

Smoking and vaping are not permitted inside cabins or enclosed common areas.

Guests must use designated smoking areas and dispose of cigarette butts and used vapes responsibly.

Additional cleaning charges may apply if smoking or vaping occurs inside cabins.

7.7 Damage and cleaning

Guests are responsible for any damage caused by themselves, their visitors or their pets to Caravan Park property, facilities or equipment, beyond reasonable wear and tear.

The Caravan Park may recover reasonable costs associated with:

- repairs
- replacement of damaged items
- excessive cleaning required after departure.

Guests must leave cabins and sites clean and tidy on departure. Additional cleaning charges may apply where accommodation or facilities require cleaning beyond the standard expected after a guest's stay.

7.8 Personal belongings

Guests are responsible for securing their personal belongings and valuables.

The Caravan Park is not responsible for loss, theft or damage to personal property, except where required by law.

7.9 Pets

Pets are permitted on powered and unpowered sites only.

Pets are not permitted in cabins or on cabin decking areas, except for assistance animals (in accordance with applicable legislation) staying with guests in the accessible cabin.

Guests travelling with pets must ensure that:

- pets are declared at the time of booking or check-in
- pets are supervised at all times
- pets are kept on a leash when outside the guest's vehicle or site
- pets do not cause a nuisance or disturbance to other guests
- pet waste is collected and disposed of appropriately.

Guests are responsible for the behaviour of their pets while staying at the Caravan Park.

The Caravan Park reserves the right to require the removal of any pet that is causing a nuisance, creating a safety concern or not being appropriately managed.

7.10 Vehicles

One vehicle is permitted per site or cabin unless otherwise approved by the Caravan Park.

Additional vehicles, trailers or boats must be approved before arrival.

A maximum speed limit of 5 km/h applies throughout the Caravan Park.

7.11 Bikes and scooters

Bikes and scooters may be used within the Caravan Park provided:

- they are ridden at walking pace
- riders wear an approved helmet
- they are not used after dark.

7.12 Failure to comply with rules

The Caravan Park reserves the right to require a guest or visitor to leave the Caravan Park where they:

- breach these Booking Terms and Conditions
- create a safety risk
- interfere with the enjoyment of other guests
- engage in unlawful or unacceptable behaviour.

Guests who are required to leave due to a breach of these conditions may not be entitled to a refund.

8. Food and drink

Food and drinks are not included in accommodation rates unless specifically stated.

Information about local restaurants, cafés and food outlets is available from the Caravan Park upon request.

9. Accessibility

The Caravan Park is committed to providing accessible facilities, where possible. The Caravan Park's accessible cabin is available for guests requiring accessible accommodation.

Guests requiring specific accessibility information should contact the Caravan Park before booking so staff can discuss available facilities and assist with planning their stay.

10. Age requirements

Guests under 18 years of age must be accompanied by a responsible adult.

11. Liability

11.1 Consumer rights

Nothing in these Booking Terms and Conditions excludes, restricts or modifies any rights or remedies available to guests under the Australian Consumer Law.

To the extent permitted by Law, the Caravan Park is not responsible for loss, damage or expense incurred by a guest it results from the negligence or wrongful act of the Caravan Park, its employees or contractors.

Nothing in these Booking Terms and Conditions limits liability that cannot legally be excluded, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

11.2 Circumstances outside the Caravan Park's control

The Caravan Park is not responsible for delays, changes or interruptions caused by circumstances outside its reasonable control, including but not limited to:

- severe weather events
- natural disasters
- government restrictions
- emergencies
- utility outages
- other events beyond the Caravan Park's reasonable control.

Where such circumstances occur, the Caravan Park will make reasonable efforts to assist affected guests and provide information about available options.

11.3 Liability that cannot be excluded

Nothing in these Booking Terms and Conditions limits or excludes liability where doing so would be unlawful, including liability for:

- death or personal injury caused by negligence
- fraud or fraudulent misrepresentation
- any other liability that cannot legally be excluded.

12. General

12.1 Changes to these Booking Terms and Conditions

The Caravan Park may update these Booking Terms and Conditions from time to time.

The current version will be available on the Caravan Park website. Changes will not affect confirmed bookings unless required by law or agreed with the guest.

12.2 Severability

If any part of these Booking Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply.

12.3 No waiver

If the Caravan Park does not enforce a provision of these Booking Terms and Conditions on one occasion, this does not prevent the Caravan Park from enforcing that provision in the future.

13. Privacy

The Caravan Park collects and manages personal information in accordance with the Privacy Act 1988 (Cth) and Murrumbidgee Council's Privacy Management Policy.

Personal information collected during the booking process may include contact details, booking information and payment details. This information is used to process bookings, provide services, respond to enquiries and meet Council's legal obligations.

Information will not be used for unrelated purposes or disclosed except where required or authorised by law, or with the guest's consent.

Guests may request access to, or correction of, personal information held about them. Further information is available in Murrumbidgee Council's Privacy Management Policy.

14. Website

Information published on the Caravan Park website is provided as a guide only and may be updated from time to time.

The Caravan Park makes reasonable efforts to ensure website information is accurate and current; however, availability, prices, facilities and services may change without notice.

Guests should contact the Caravan Park directly if they require specific information before booking.

15. Contact us

If you have any questions about these Booking Terms & Conditions, please contact:

Darlington Point Riverside Caravan & Tourist Park

T: 0409 297 063

E: info@darlingtonpointcaravanpark.com.au