



Bookings

Bookings can be made via the website, over the telephone, by e-mail. Once your booking has been accepted we will issue confirmation. Until such time as the booking confirmation is issued the booking is not complete. Payments can be made on our on-line secure booking system by card. Extension stays can be made on site by either card or cash if there is availability. A 25% deposit is payable upon booking which is non-refundable. Full payment is required four weeks prior to arrival. If payment is not received the booking will be cancelled and any deposit retained.

Bookings are not transferable.

You must be over 18 years old to make a booking.

We welcome couples and families but reserve the right not to accept bookings.

We aim not to cancel bookings but if we have to for any reason, we will repay the full amount of any payment and no other compensation will be made.

Monies will not be refunded in the event that some members of your group fail to arrive or you leave the site early whatever the circumstances.

Arrival and Departure – hire period for the pod is from 3pm on the day of arrival till 10am on departure day. Please notify us if you expect to arrive later than 6pm. Guests are requested to vacate the pod by 10am on the day of departure and leave it clean and tidy condition.

The number of people occupying each pod must not exceed the number stated in the booking request form.

Terms and conditions

Personal belongings are your responsibility and we will not be liable for any personal belongings lost or damaged during your stay. If any personal belongings are left, if contacted we will endeavour to return them on receipt of payment for return postage. Any left items will be disposed of after 14 days of the stay if we have not been informed.

Pod pitches must be left clean and free of rubbish at departure or an additional charge may be applied. Any rubbish is to be placed in general waste bins on site by the entrance. All cooking pots, cutlery, glassware etc., to be left clean.

Guests are requested to notify reception in the event of breakage or damage to pod or park property. Guest may be charged for any unreasonable damage or breakage.

All persons staying on site must respect our night time noise curfew between 23:00 & 07:00. The only noise after 23:00 should be from the local owls and wild life.

There is a no smoking policy in all pods, you are welcome to smoke in the grounds but all cigarette stubs must be disposed of in the bin and not littered on the ground.

Children play area's are for use of 5-15yr olds and a responsible adult should supervise children at all times and they should ensure that they are safe and cause no damage or nuisance. Guests use of

these areas are at their own risk and the proprietors accept no liability for any accidents, which occur through improper use of the equipment provided.

Queensland is a rural site and cannot be adapted to remove all the potential hazards of nature.

Wi-Fi is available. We cannot guarantee Wi-Fi as we are in a rural location and connection can be intermittent. We are not liable for any losses caused by failure of Wi-Fi.

The sewerage system is via a treatment plant and reed bed. Please only put toilet paper down the WC, absolutely NO nappies, wipes or any other sanitary materials. Please do not pour fatty liquids down the kitchen sink. We retain the right to charge for the blocking or any sewers drains.

We will try to ensure that all services and facilities connected with the site are available to you during your stay. If services and facilities are not available no liability will be attached to us, any refund is up to our discretion.

We reserve the right to terminate your permission to stay on site immediately in the event that you or those in your party are in breach of these terms and conditions. In the event that permission to stay is terminated no monies will be refunded to you.

Please note one vehicle has a designated parking area near the pod, additional cars need to park in the main car park at the entrance to the holiday park.

Vehicles can be unloaded near the pod as long that no access is blocked.

Dogs are welcome but should be kept on a lead at all times and any mess cleared up straight away. They should not be left unattended or allowed on the furniture.

All barbeques and unshielded gas burners must be raised at least 150mm above the grass to avoid burning the grass

There is nowhere on site where open fires are permitted.

Information about the luxurious Masterspas 2 person hot tub

What's included with the hot tub:

Your exclusive Masterspas hot tub is right outside your pod. It is cleaned and filled with fresh water before your arrival.

Please note we run a noise curfew policy where we do not allow loud music or car radios played loudly on site and no noise outside after 11pm. Use of the hot tub after 11pm is allowed as long as you observe our noise curfew policy so everyone can enjoy the peace and quiet during their stay.

The minimum age for the hot tub is 5 years old; under-14s must be supervised by an adult. Only plastic drinking glasses are to be used when bathing, which are provided for you. We are a family run holiday park so please note we do not wish to see any nudity.

If the hot tubs are not available due to unforeseen circumstances for example like a power cut or poor weather we are afraid but we can not be held responsible and no refund will be given.

If you have a heart condition, high blood pressure, pregnant or any medical condition please consult your doctors prior to using the hot tub.

Please be advised that Queensland Holiday Park reserve the right to review and alter these glamping terms and conditions accordingly when ever necessary.