



DENMAN VAN VILLAGE

Terms and Conditions

Any bookings made with 3 or more rooms must abide by the following conditions:

A status update for each group booking must be provided at thirty (30), fourteen (14) and seven (7) days prior to Group arrival. At this stage Denman Van Village should be advised if the group is likely to materialise and where possible if rooms should be added or deducted from the original block.

Should a decision be made to cancel this commitment after confirmation, Denman Van Village will assess a cancellation fee based on the following scale, subject to alternative agreement if confirmed in writing.

Review Date	Change in Room Block Commitment
Between 30 and 15 days	An email will be sent to see if group is going ahead and customer may release up to 100% of the rooms held per night without penalty
14 -8 days prior to arrival	Any cancellations between 14-7 days of arrival will incur 50% cancellation fees for their entire stay.
Within 7 days of arrival	Any cancellations will incur 100% cancellation fees for their entire stay.

This also applies to amendments and early departures. Notice of any cancellation must be received in writing.

1. Rates & Accommodation Allocations

All tariffs quoted are net of commission and include GST. All rates are subject to change without notice. Guests may request specific cabins or sites at the time of booking; however, requests are not guaranteed. Management reserves the right to alter cabin or site allocations where necessary due to operational requirements, maintenance, or other circumstances.

2. Reception Hours and Late Arrivals

Reception is open daily from 9:00am to 5:30pm. Guests arriving outside reception hours must contact reception prior to arrival to arrange alternative check-in procedures.

3. Check-in & check-out

Standard check-in time is from 2:00 pm and check-out time is by 10:00 am. Check-in and check-out times may vary depending on accommodation type and availability. For security and fraud prevention purposes, guests may be required to verify their identity at check-in by providing: Valid photo identification (such as a driver license, passport, or other approved identification)

4. Payment requirements

For those companies with credit with Denman Van Village, an invoice will be sent 14 days prior to your group's arrival. For those companies who don't have credit, payment for this booking will be processed using the credit or debit card provided at the time of booking, seven (7) days prior to the arrival date of the booking. If no payment has been received by 7 days prior to the arrival date, Denman Van Village observes the right to cancel all accommodation being held.

5. Minors

All guests under the age of 18 years must be accompanied by a parent, legal guardian, or responsible adult aged 18 years or over throughout their stay.



6. Occupancy Requirements

Accommodation rates and occupancy limits vary depending on the cabin type, number of bedrooms, and available bedding configuration. Guests must ensure their booking accurately reflects the number of people staying and the accommodation selected is suitable for their requirements. Caravan and site rates are based on two (2) guests per site unless otherwise specified. Additional guests may incur extra charges. Maximum occupancy limits apply to all cabins and sites. Failure to book accommodation suitable for the number of guests travelling may result in additional charges or guests being unable to be accommodated.

7. Non-Smoking Policy

All cabins are strictly non-smoking. All guests must ensure that smoke caused by such smoking/vaping does not penetrate the common areas of the Park or any other occupant's site/cabin in the Park. Smoking or vaping inside a cabin will incur a minimum **\$50.00 cleaning fee**, with additional cleaning charges applied where necessary.

8. Loss of Keys

Lost, damaged, or unreturned keys will incur a **\$50.00 key replacement fee**.

9. Damage and Excess Cleaning

Guests are responsible for any loss, damage, or deterioration caused during their stay. Additional charges may be applied for excessive cleaning, damage, missing items, or restoration costs.

10. After Hours Call Out Fee

Guests will be charged **\$100 call out fee** for after hours calls for lost keys, disturbances etc.

11. Vehicle Parking

One vehicle is included per cabin or caravan site. For security and emergency management purposes, all vehicles entering the Park must be registered with Reception at check-in. Guests may be required to provide the registration number (rego) of each vehicle associated with their booking. Only vehicles registered with Reception are permitted within the Park. Additional vehicles, trailers, or parking requirements must be approved by Management prior to arrival and are subject to availability. Guests must park only in designated areas and must not obstruct roadways, neighbouring sites, or emergency access routes.

12. Management Rights

Management reserves the right to refuse service, terminate a stay, or remove any guest whose behaviour is disruptive, unlawful, or unsafe, without refund.

13. Limitation of Liability

To the fullest extent permitted by law, Denman Van Village accepts no responsibility for loss, theft, or damage to guests' personal belongings, vehicles, pets, or other property.

14. Acceptance of Terms

By making a reservation, checking in, or occupying accommodation at Denman Van Village, guests acknowledge that they have read, understood, and agreed to these Terms and Conditions.



Acceptance of terms of this Contract

Offered by and on behalf of: Denman Van Village

Date: _____
Name: _____
Title: _____
Signature: _____

Accepted For and on behalf of: _____

Name: _____
Title: _____
Signature: _____
Date: _____

Thank you for choosing to stay with us. We appreciate your cooperation and wish you an enjoyable stay.