



Terms and Conditions - Camping

Terms & Conditions:

1. Deposit

1. A 50% deposit must be received immediately by credit card to confirm the booking.
2. Payment will indicate acceptance of these booking conditions.

2. Final Payment

1. Full payment must be received 7 days prior to check-in.
2. Where applicable, prices listed include GST.
3. If deposit or final payment is not received by the due dates, Barney Creek Vineyards Pty Ltd Trading as Barney Creek Vineyard Cottages reserves the right to cancel the booking. Confirmation and invoices are subject to re-issue if incorrect through error or omission and the guests accepts the liability to then pay the correct cost to retain the reservation.
4. Barney Creek Vineyards Pty Ltd management may use a court or collection agency for the purpose, if payment cannot be taken from a credit card.

3. Amendments terms and charges

1. All amendments to dates are subject to availability and rate at the time of amending your reservation.

4. Cancellation terms and charges

1. Cancellations made 30 days or less prior to arrival, will forfeit the full deposit.
2. Cancellation made more than 30 days before check-in, the deposit can be refunded or retained as a credit for future bookings within a 6 month period.

5. Refund Policy

1. No shows and cancellations after check in date - will be subject to a 100% cancellation fee as per Item 4.1.
2. Refunds will be transferred to the credit card used on booking within 7 days.

6. Payment Options

1. Standard Payments accepted include; Mastercard - Credit and Debit Cards. Visa - Credit and Debit Cards.

7. Rates and Changes

1. Rates quoted are subject to change at any time.

2. Rates are inclusive of GST where applicable.
3. Any verbal quote given is an estimate only of price, which will be subject to a written advice on confirmation of the reservation.
4. Minimum length of stay restrictions may apply to certain rates during special event periods.
5. All prices and other payments and conditions should be confirmed at the time of booking.

8. Check in and out

1. Check in for camping is from 11am and check out is 12pm.

9. Wet Weather

1. In the advent of extreme adverse weather, it will be up to the discretion of Barney Creek Vineyard Cottages to cancel camping based on access to Barney Creek Vineyard Cottages. Only then will a full refund or transfer be issued.
2. We will not refund a deposit or transfer your booking if the forecast is for possible showers or rain. Our cancellation policy above will apply.

10. No Show

1. If you do not keep your reservation without notifying us, your deposit is strictly non-refundable and the balance of the tariff will be charged.

11. COVID/ Lockdowns

1. If lockdown restrictions come into effect or the borders remain closed to interstate travellers, we offer the following:
 - We hold your deposit and you can reschedule your booking for a later date after lockdown restrictions are lifted; or
 - You cancel the booking and we refund the deposit

12. Noise

1. To ensure all guests enjoy their stay, all noise is to be kept to a respectable level at all times, and 'quiet time' is from 10pm
2. Loud music, inconsiderate and antisocial behaviour will NOT be tolerated at any time
3. Failure to comply with the noise policy may result in a \$150 penalty.

13. Dogs/ Pets

1. Dogs are welcome at our campgrounds under the condition they're kept on their leads. Dogs may be allowed off the leash in the following circumstances:
 - In the event that you're the only campers at the site
 - If you're part of a group who have booked the entire campsite AND all parties within your group agree to the dog being off the leash
2. Any dogs that are found to be aggressive towards other guests and/or dogs will be asked to leave.
3. Owners are also required to clean up any 'mess' their dogs make at the campground or on our property. Failure to do so will incur a \$70 cleaning fee.