

## Booking Terms and Conditions



This Policy consists of: Booking Terms & Conditions; Check-in Policy; COVID-19 Policy; Cancellation Policy; Park Rules; Pet Policy; and Updating of Booking Terms and Conditions. v20240524

### Booking Terms and Conditions

Please read these conditions carefully. The “Guest” acknowledges and agrees that these Terms and Conditions apply and extend to any person (also referred to as “Guest”) occupying or visiting the park, sites and/or using the facilities in the complex at the invitation of or with the authority of the guest.

- All bookings are made with Breakaway Parks Pty Ltd trading as Miami Holiday Park (ABN 20 668 855 865).
- All prices are quoted in Australian dollars (inclusive of GST). Prices are per site and may be subject to change without notice at the discretion of Miami Holiday Park.
- Payment Types: Cash, EFTPOS, Mastercard or Visa Card accepted. No Cheques, Diners Club or American Express Cards accepted.
- All guests and visitors under the age of 18 years must be accompanied by a responsible person over the age of 21 years.
- All bookings must be PAID in FULL at the time of booking to confirm your reservation\* *\*Excludes pre-authorized pre-payment instalment plans for peak periods such as Easter, Christmas, and School Holidays*
- To confirm a booking paid via a deposit or payment plan during permitted holiday periods, payment must be made in full, no later than 14 days prior to arrival date. Bookings not paid in full by this time may risk cancellation, and cancellation fees will apply.
- A minimum ‘3 Night Stay Policy’ applies over Long Weekend and Easter Long Weekend periods.
- A minimum ‘5 Night Stay Policy’ applies over the Christmas / New Year holiday period (18<sup>th</sup> December to 3<sup>rd</sup> January).
- Occupancy starts and finishes on the dates shown on the receipt. Occupancy is only for the number of people shown on the receipt. Extra fees apply for any additional guests (additional guests must be approved by management prior to check-in).
- The Guest authorises management to charge the credit card presented at time of booking or check-in, for any loss, damage, or monetary contribution for which any guest is liable under this Policy or otherwise. The guest will be liable for payment of charges incurred by any guest (or visitor of guest) including replacements and necessary costs for damage or loss to Park facilities, equipment, or utilities (taps, hoses, pipes, powerheads etc.).
- Guests may only park a vehicle in the area designated to the site, or as authorised by Park Management.
- Park management is not liable for any damage or loss of personal property, or personal injury in which the guest may sustain while in the Park or on the property.
- The guest agrees to comply with the Park Rules (*as provided on our website*), and any reasonable direction by Park Management.
- It is the responsibility of all guests with pets to ensure they comply with our Pet Policy (*as provided on our website*).
- Park management may inspect guest sites at any time with reasonable notice. If management is of the opinion there has been unlawful conduct, or a breach of the Park Rules or Pet Policy, no notice is required, and all guests on the site will be asked to leave the Park, ineligible for a refund.

## Check-In Policy

Upon checking in to Miami Holiday Park, all guests must:

- Show valid Photo ID (for registered guest name)
- Provide credit card (for registered guest name)
- Provide vehicle registration number

*\*Miami Holiday Park does not accept agency bookings/payments on behalf of a guest (e.g. government departments, social/community services) online or in person, without prior permission (via phone or email) granted by Miami Holiday Park or Breakaway Tourism Management.*

## COVID-19 Policy

- Miami Holiday Park does not accept bookings for the purpose of Covid-19-related self-isolation or quarantine stays.
- All guests agree to abide by Western Australian and Federal Government Covid-19 directives or travel restrictions should they be implemented at any time.
- As a caravan and camping park with shared ablution, camp kitchen, and recreational facilities, Miami Holiday Park reserves the right to deny entry to any guests or visitors displaying COVID-like symptoms at our absolute and sole discretion. Symptoms, as listed on [www.health.gov.au](http://www.health.gov.au), include coughing, sore throat, shortness of breath or fever. Other symptoms may include headache, runny nose, muscle or joint pains, nausea, vomiting, diarrhoea, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.
- For guests experiencing COVID-19 like symptoms during their stay, please wear a mask; obtain a COVID-19 testing kit (available at Falcon Grove Pharmacy & Advantage Pharmacy Miami Plaza); or attend the nearest testing clinic; or call the HealthyWA COVID-19 Information Helpline on 13 COVID (Ph: 13 26843) for advice.
- Guests must self-isolate in their RV or campsite until test results are returned, unless otherwise instructed by the relevant government agencies or authorities. For positive test results, please contact reception immediately. For the safety of our guests and staff, you will be asked to vacate your site and safely go home to self-isolate (Credit Notes may be available at the discretion of Park management *\*Subject to availability*). For a negative result, but continued symptoms, please wear a mask, social distance, and sanitise regularly during your time at Miami Holiday Park.

## Cancellation Policy

- Any booking cancelled within 7 days of arrival will not be eligible for a refund.
- Strictly no refunds for early departures
- Strictly no refunds for bookings made where a Cancellation Insurance has been declined.
- Any bookings requiring cancellation due to non-compliance with Miami Holiday Park's Booking Terms and Conditions, Park Rules, or Pet Policy will be ineligible for a refund.
- Park Management reserves the right to relocate any booked site to an alternative location at any time and may cancel any booking at its discretion. Specific sites cannot be guaranteed at any time.
- A cancellation fee of \$25.00 (AUD) will apply to booking cancellations made after the payment of any deposit/instalment plan payment (*includes pre-authorized deposit/payment plan periods such as Easter, Christmas, and School Holiday stays booked on the Miami Holiday Park website, cancelled more than 14 days prior to arrival*).



- Cancellations for bookings made through 3<sup>rd</sup> party booking channels (such as booking.com, Expedia, Visitor Centres etc.) must be cancelled using the booking channel the booking was made through. Cancellation fees will be in accordance with Miami Holiday Park Policy and the relevant booking channel.
- Cancellations for bookings made through tour and transport operators, travel agents, wholesalers and associated tourism/travel trade operators must be cancelled using the agent the booking was made through. Cancellation fees will be in accordance with Miami Holiday Park Policy and the relevant agent.
- Cancellation fees are in addition to fees which may be levied by tour and transport operators, travel agents, wholesalers, or third-party operator fees.
- It is highly recommended that individual guests take out Travel Insurance / Cancellation Insurance at the time of booking, which may cover cancellation fees.

### **Miami Holiday Park Rules and Pet Policy**

The Miami Holiday Park Rules and Pet Policy outline the rules/policy implemented by management for the enjoyment and safety of all Miami Holiday Park guests, residents, visitors, and employees. These documents are available via our website ([www.miamipark.com.au](http://www.miamipark.com.au)), or via the Park Office upon check-in. By choosing to stay at Miami Holiday Park, you agree to be bound by the Park Rules and Pet Policy, and acknowledge that any breach of these Rules may result in the termination of your stay.

### **Updating of Booking Terms and Conditions**

Miami Holiday Park operated by Breakaway Tourism Pty Ltd reserves the right to update and/or alter the Booking Terms and Conditions at any time, and it is the customer or agent's responsibility to be familiar with them. The latest Booking Terms and Conditions may be requested at any time and will supersede any previous versions.

Miami Holiday Park

[www.miamipark.com.au](http://www.miamipark.com.au)

[www.breakawaytourism.com.au](http://www.breakawaytourism.com.au)

