

# Lismore Centra Tourist Park

## Site conditions

Site fees for powered and unpowered sites include one adult.

The maximum number of people per powered or unpowered site is 6, including children and infants.

Your site will be marked out, and you are required to keep your belongings within this area. You have an allocation of strictly one vehicle per site.

Under 18's must be accompanied by a responsible adult.

All fees and charges are in Australian dollars and are subject to change.

Bookings paid in full, and confirmed as accurate, will not incur new fees and charges prior to or during the time of stay.

Powered and unpowered sites minimum stay: 1 night

Powered and unpowered sites maximum stay: 180 nights

Lismore Centra Tourist Park is committed to providing guests with a smoke-free environment. All buildings and communal areas (amenities, laundry & camp kitchen) are smoke-free.

## Payment of site fees

Bookings will remain incomplete until payment is received in full.

## Changes to bookings

Booking dates may be altered subject to availability, by giving 7 days' notice prior to your scheduled arrival date by contacting our Booking Centre on 02 6621 6581.

You may change a booking to decrease the number of nights, giving 7 days' notice, however, if you do so you will not be entitled to a refund.

Changes that result in an increase in fees will require the payment of the difference in the initial fee paid, and the new fees owing.

If changes are made to a booking and they incur a credit, those funds will be forfeited.

We do not offer a credit or a refund for any unused nights, or if you depart your site before your booked departure date.

## Cancellations

You may cancel your booking by doing so at least 2 days prior to your scheduled arrival date and will be entitled to a refund.

You may cancel your booking by contacting our Booking Centre on 02 66 216 581.

If you do not give at least 2 days' notice to cancel your booking, we are not able to offer a refund.

We do not offer a refund for any unused nights, or if you depart your site before your booked departure date.

## Request to extend your stay

A request to extend your stay made immediately before or during your stay will be considered where possible.

For after-hours emergencies, please call emergency services (**FIRE, POLICE or AMBULANCE**) on **000**.

The number for the local police is (02) 6626 0599 or 13 14 44.

Contact: [touristpark@lismore.nsw.gov.au](mailto:touristpark@lismore.nsw.gov.au) or 02 6625 0500 – 8:30am–4:30pm M-F

You may request to extend your booking by contacting our Booking Centre on 02 6621 6581.

### **Personal behaviour & misconduct during your stay**

Lismore Centra Tourist Park has a zero tolerance of abuse of other park patrons, our staff or visitors to the park. Failure to comply with Park rules may result in eviction from the Park.

### **Refunds**

We will reject a claim for a refund based on circumstances outside of our control including:

- Unfavourable or unpleasant weather conditions before or during the booking or other activity.
- Personal decisions to change the booking.
- Personal decisions to arrive after the booked start date or leave before the booked end date.

### **Early departure**

Park patrons who leave the Lismore Centra Tourist Park early, or do not arrive on their scheduled arrival day, will not be entitled to a refund or credit.

Adverse weather is not a reason for either refund or credit.

### **Booking confirmation and booking numbers**

When you book and pay for accommodation on our website you will have your confirmation sent to you by email. In this email you will receive a booking number confirming that your stay has been booked and paid for. We will use this number to confirm your stay in our Tourist Park.

The confirmation entitles you to a campsite for dates as printed on the confirmation. You should keep your booking number or confirmation email available for the duration of your stay. It is your responsibility to keep this information safe.

During your stay, you may be asked to produce a copy of your confirmation or asked for your booking number by an authorised Lismore Council Officer.

### **Site selection**

In the unlikely event that we are unable to provide a site on the date listed on your booking confirmation, you will be offered an alternative site, or alternate dates. If we are unable to make suitable arrangements for alternate accommodation or dates, you **may be** offered a full or part refund in recognition of the change to your booking. See the Refunds section above for full details.

### **Use of campfires and or cooking devices**

The use of solid fuel (wood or other solid matter) is strictly prohibited.

Electric or gas heating and cooking fires are permitted but must remain under constant supervision and must not be placed within 3 meters of neighbouring sites.

Always observe fire bans. Extinguish all fires once cooking is complete.

Bonfires are not permitted.

Fireworks are not permitted.

Chainsaws are not permitted.

### **Dogs**

Dogs must always be on a leash and under control. You are responsible for your dog at all times, and you may be asked to leave the park if your dog exhibits bad behaviour or makes excessive noise.

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## **Conditions of entry**

An official receipt of payment is recognised as acceptance by all park patrons and their guests, of these regulations, and as an official permit to stay during its period of currency, unless it is made void sooner because of misconduct as described in these Guidelines, or on regulatory signs.

Lismore City Council Officers are authorised to evict park patrons or their guests if they have failed to perform or observe any of the obligations listed in these Guidelines or contravene any requirements listed on regulatory notices. Verbal notice by the Lismore City Council Officer is sufficient. In the case of an eviction, fees paid will not be refunded.

## **Unaccompanied minors**

All guests under the age of 18 must be accompanied by a responsible adult such as a parent, stepparent, guardian or another adult who has parental rights and responsibilities for the under 18-year-old guest.

If a guest is found to be a person under the age of 18 who is not accompanied by a responsible adult, Lismore City Council may immediately cancel the guest's booking and the full booking amount will be forfeited under this clause.

## **Service guarantee**

Our quality commitment to you is to:

- Give you what you pay for.
- Provide you with high-quality customer service.
- Provide you with a clean, easily accessible site.
- Share your commitment to protecting the environment.
- Keep you updated and provide you with options if things don't go to plan.

## **Smoke-free properties**

Lismore Centra Tourist Park is committed to providing its guests with a smoke-free environment. Smoking is prohibited within all park buildings and in all park communal areas including toilet blocks, laundry and barbeque areas.

## **Liability**

By agreeing to our Terms & Conditions of stay, you acknowledge that you are responsible for all of your guests, and equipment that are brought into the Lismore Centra Tourist Park.

## **Responsibility**

Lismore City Council will provide services with reasonable care and skill. Lismore City Council, both for itself and on behalf of its employees or agents, does not accept any responsibility for any act, omission, default or neglect of themselves, their employees or agents for injury, damage, or loss to persons or goods whatsoever or however the same may be caused and they do not warrant and are in no way responsible for the accuracy of any information given in statements made by their service providers in terms of accommodation & service arrangements.

By utilising the services provided by Lismore City Council, you agree that:

- 1) Lismore City Council shall not be liable for the wilful or negligent acts and/or omissions of such carriers and/or service providers.
- 2) Lismore City Council will not be liable for any accident, injury, delay, property damage or personal loss to you or those travelling with you in connection with any accommodation, transportation, or other travel services resulting directly or indirectly from any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in vehicles, war, strikes,

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theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.

### **Speed Limit**

5km/hour walking pace. All roads are shared between pedestrians and motorists.

### **Sites**

Must be kept clean and tidy at all times. The placing of ropes/wires between trees, fences, power points etc. is not allowed. Any leads connected to our power outlets must be **15 amp** tested and tagged. One lead per point per site **ONLY**.

### **Parking**

Provision of one car space per site **ONLY** and must be parked in front or annex side of the van/tent. Roadways are to be clear of vehicles and trailers at all times. \*Extra vehicles can park outside on the main road\*

### **Amenities**

Children under 12 years old must be accompanied and supervised by an adult at all times whilst in the park. **Strictly NO dishwashing permitted in the laundry or amenities.** Mops are supplied to avoid slip hazards within the amenities.

### **Laundry**

Open from 7 am to 7 pm daily. Laundry equipment **MUST** be left clean after use. Machines are \$5.00 per load (5 x \$1.00). If you wish to hang clothes, please use the clotheslines provided. **Pet blankets and bedding are not permitted in the washing machines.**

### **Rubbish/Recycling**

Bins are provided around the park for your convenience. Please assist management by having your rubbish securely wrapped and placed in the bins provided.

**RED** – Waste and **Yellow** - Recycling

### **Water**

Please use water wisely and advise Council if any leads are found. Washing of vehicles and vans is not permitted.

### **Bicycles/Scooters**

Permitted during daylight hours only. Helmets must be worn at all times. Guests are to observe road rules. No riding in main entrance.

### **Trees**

The park is inspected regularly however, trees and branches may still fall from time to time. Persons entering the park do so at their own risk. No responsibility will be accepted for personal or property damage caused by falling trees/branches.

### **Evacuation plan**

Please ensure you familiarise yourself with the evacuation plan for Lismore Centra Tourist Park in case of an emergency. A copy of the evacuation plan is located in the amenity's blocks, and office.

In case of emergency, please remain calm and follow instructions from staff.

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## ***Emergency Assembly Point and Evacuation Plan***

**Please familiarise yourself with this plan and identify the Assembly point (just outside the front gate). It is imperative that in the case of an emergency all guests remain calm and follow instructions.**

1. Guests will be notified to prepare for evacuation when the creek level reaches 4m.
2. Guests are to remove all belongings from outside the caravan and put them inside your van as well as hook up vehicles.
3. Guests need to remove any obstruction from the front of the van so the van is ready to tow away. This includes any doorsteps.
4. Guests are to drop awnings by pulling poles sideways, place them in the van and leave ropes on the ground.
5. Guests need to ensure all items are in the van and the van is ready for towing.
6. Guests are to close all windows and roof vents on their van.
7. Guests are to turn off the water and disconnect power from the van.
8. Guests should keep informed of current creek levels and help other guests if their van is ready.
9. When asked to leave, please leave, and do not hold up towing progress.
- 10. REMEMBER – DO NOT PANIC**

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