CARAVAN PARK
TERMS AND CONDITIONS

Welcome to the Shire of Kent. To make your stay comfortable and enjoyable, please abide by the terms and conditions set out below and please remember to be courteous and respectful of other people and their property.

CARAVAN SITE & UNIT FEES

Powered & Unpowered sites: $20.00 per site, per night (two persons)
Extra Person: $5.00 per person, per night
Single Unit Accommodation (Pingrup Only): $110.00 per night (1-2 nights)
Single Unit Accommodation (Pingrup Only): $100.00 per night (3+ nights)
Multi Access Unit Accommodation (Pingrup Only): $160.00 per night (1-2 nights)
Multi Access Unit Accommodation (Pingrup Only): $150.00 per night (3+ nights)

CHECK IN TIMES

Sites: From 10:00am
Units (Pingrup Only): From 2:00pm

CHECK OUT TIMES

Sites: 10:00am - *Sites to be left clean and free of rubbish.*
Units (Pingrup Only): 10:00am - *Please ensure air conditioner & lights are switched off.*

FOR CARAVAN & CAMPSITES

Please be mindful of where you peg down your ropes when setting up your site. The garden beds located between our sites contain underground reticulation, which can be easily damaged by tent pegs or other stakes. **Please do not place pegs or stakes in the garden beds.** When securing ropes, please ensure all pegs are placed within your designated site area.

SPEED LIMIT

For the safety of all guests, please observe the **5km/h** speed limit throughout the park. Please be mindful of pedestrians, children, and other guests when driving through the grounds.

OPEN FIRES

Prohibited Burning: Between 1 November and 7 February.
During this period, you must not start a fire in the open air. The penalty of up to $10,000 or 12 months imprisonment, or both may apply.

Restricted Burning: Between 19 September and 31 October & Between 8 February and 25 April.
During this period, you must not start a fire without a permit. For details on how to obtain a permit, please visit *https://www.kent.wa.gov.au/emergencies/bushfire/*

Dates for prohibited and restricted burning times may change depending on the weather conditions. Any date changes will be posted on the Shire of Kent website
https://www.kent.wa.gov.au/emergencies/prohibited-and-restricted-burning-times/

SUPERVISION OF CHILDREN
All children under 12 years of age are to be supervised by an adult at all locations around the Caravan Park.

NOISE
Please be considerate of other occupants and always keep noise to a respectful level. Excessive noise, antisocial behaviour, and abusive or offensive language will not be tolerated within the park and if you are deemed to be conducting yourself in such manner, may be asked to leave the park and will forfeit all costs paid, as per cancellations and refunds. Please always be respectful of other occupants.

VISITORS TO THE PARK
Non staying visitors are to be vacated by 10:00pm.

RUBBISH DISPOSAL
Please make sure to put all your rubbish in the rubbish bins located at the park.

PETS
Pets are permitted at the caravan and camping sites; however, they must be **always kept securely on a leash** while within the park grounds. Owners are responsible for cleaning up after their pets immediately and disposing of waste appropriately.
Animals are not to be left unattended.
Animals are *not permitted* within the onsite Unit Accommodation (Pingrup Only – Single Units & Multi Access Unit).

SMOKING & VAPING
We have a strict **NO SMOKING/VAPING** policy in all the common areas, including ablutions, laundry, camp kitchen, tv rooms and all Units.

WATER
Nyabing & Pingrup water from taps is suitable for drinking.
Washing of cars, boats and caravans is *not permitted.*

Cancellations & Refunds

We understand that plans can change. Our cancellation and refund policy is designed to be fair to both guests and the Caravan Park.

All cancellations or amendments must be made in writing (via email) or by contacting the Shire Administration Office directly. Contact details are available at the following link.
https://www.kent.wa.gov.au/contact-us/

CANCELLATIONS BY GUESTS

- **More than 48 hours prior to arrival**
  A full refund will be provided.
- **Within 48 hours of arrival / No-show**
  Cancellations within 48 hours of arrival, or failure to arrive on the scheduled date without notice, will result in forfeiture of the full booking amount.

EARLY DEPARTURES
No refunds will be given for early departures or unused nights once the stay has commenced. This includes voluntary early departures or situations where a guest is required to vacate the premises due to a breach of park rules or conditions of stay.

AMENDMENTS TO BOOKINGS
Requests to change booking dates are subject to availability. Any difference in fees will apply.

REFUND METHOD
Where a refund is approved, refunds may not be issued via the original method of payment and may instead be processed using an alternative payment method.

PARK-INITIATED CANCELLATIONS
In the unlikely event that a booking must be cancelled by the Shire, guests will be offered a full refund or the option to reschedule their stay, subject to availability.

Visitor Information

You can visit the Pingrup Community Resource Centre (Pingrup) or the Shire of Kent office (Nyabing) for information on our surroundings and a self-drive map to guide you.

Alternatively, our website has a **Places of Interest interactive map**
https://www.kent.wa.gov.au/visitors/places-of-interest/self-drive-tour-maps/

Shire of Kent Contacts

GENERAL ENQUIRIES
Administration Office (Nyabing) – 08 9851 9780
Monday to Friday - 8:30am to 4:30pm

Tanya Dennis – Senior Administration & Property Officer – 0459 179 422
Monday to Friday - 8:30am to 4:30pm

AFTER HOURS – EMERGENCY/URGENT ENQUIRIES for EXISTING BOOKINGS ONLY
David Bentley – DCEO – 0429 993 985
NO NEW BOOKINGS. Existing Booking queries only – *New Bookings for Unit Accommodation at Pingrup Caravan Park cannot be made outside of Office Hours. If you are using an After-Hours booking method for Nyabing Caravan Park, Lockbox codes for keys to access the Ablutions cannot be provided outside of Office Hours.*