



GROUP BOOKINGS



WWW.ESKCARAVANPARK.COM.AU

GROUP ORGANISER INFO



WE ABSOLUTELY LOVE OUR GROUPS AND WELCOME YOU WITH OPEN ARMS

Thank you for choosing Esk Caravan Park as the go-to destination for your upcoming group getaway! We're super excited to host your gathering and create some unforgettable memories together. Prior to your arrival, we want to ensure that your experience is not only enjoyable for your group but also harmonious for all guests and our dedicated team.

OUR 'PICTURESKE PIECE OF PARADISE'

At Esk Caravan Park, we're all about crafting an environment where good times meet tranquility.

We take immense pride in providing a peaceful and enjoyable space for our guests, park residents, and of course, our awesome team.

HOW TO ENSURE EVERYONE HAS AN ESKCELLENT TIME:

Camp Kitchen Catchups: Our Camp Kitchen is the social heart of the park, a space to cook up a storm with our BBQs and Pizza Ovens while enjoying live entertainment every Saturday afternoon. For our pet-loving pals, we've designated pet-friendly alfresco areas, so no one misses out on the group festivities. Sorry, no furry friends within the camp kitchen or undercover areas.

Decor Do's and Don'ts: While we love a good theme, reserving tables in the main Camp Kitchen with tablecloths and decorations is a no-go to ensure all of our guests feel included. Fear not, our awesome 'Chill n Grill' camp kitchen (seats around 25) comes complete with a BBQ and Pizza Oven and can be privately reserved so you can create a décor dream for your team. Please give us a call well ahead of your arrival to check availability and secure your complimentary facility booking.

Need a bigger event space or want to decorate? We've got some great options in town, like Joe and his fab team at the pet-friendly Esk Grand Hotel who absolutely love hosting special occasions.

If you're after something a little bit different, reach out to the legends at The Esk Bowls Club, who will roll out the red carpet for your private shindig. From delicious catering to barefoot bowls, they've got it all covered! Plus, you're free to sprinkle your magic touch and style the space to match your event vibes. The best part? It's a leisurely 5 minute walk from the park.

Drop a line to eskbowls@gmail.com with all your party desires, and the incredible team will help you turn your event from ordinary to extraordinary!

Lights Out at 10pm: If choosing to socialise within our Camp Kitchens, we kindly ask that you tidy up after your soirée and ensure your group have vacated by 10pm when the lights are automatically switched off and our team conduct their nightly shut down.

Hush Hour: Post 10pm, please keep it down to a friendly hush at your accommodation and give those speakers a breather. Our management team will swing by to see you at 10pm - or will give you a call - if there are any concerns about noise from your group members.

Understanding, respect, and cooperation play a crucial role in ensuring a positive experience for both your group members and our team. By adhering to the quiet time policy, everyone is actively contributing to the creation of a positive and enjoyable environment for all.

GROUP ORGANISER

INCENTIVE



YOUR KEY ROLE IN THE GROUP ESKPERIENCE:

As the group organiser, your role is vital in making this ESKperience fantastic for all.

Please spread the word about how your group can ensure everyone has an ESKcellent time among your group members both ahead of - and on - arrival.

Your efforts contribute to the unique atmosphere that makes Esk Caravan Park a standout destination, and we're genuinely grateful.

SPECIAL INCENTIVE FOR AN ESKCELLENT EXPERIENCE:

To celebrate your crucial role as the group organiser and Chief Happiness Ambassador, we've got an exclusive treat **just for you!**

If your group sails through their Esk Caravan Park adventure without a hitch – meaning no noise complaints and heaps of positive vibes with our team – we want to say a massive 'thank you'.

As a token of our appreciation, we'll slip a \$50 gift voucher credit onto your guest account. It's our way of giving you a round of applause for ensuring a harmonious and well-behaved group.

This voucher can be used for your next Esk Caravan Park adventure, offering the perfect excuse to start planning another incredible getaway with us.

To unlock this fantastic reward, simply sign the attached e-document, confirming that you'll take responsibility for your group members and champion their good behaviour throughout the stay.

If our team doesn't report any negative interactions with your group, a \$50 credit will be applied exclusively to **your** guest account after departure.

NEED TO CHAT? WE'RE HERE!

Got any concerns, or just want to chat about your upcoming group stay?

Our team is here and ready to ensure your time at Esk Caravan Park is nothing short of amazing.

Feel free to give us a call on 07 5424 1466 or email info@eskcaravanpark.com.au

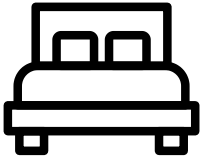
Cheers to choosing Esk Caravan Park for your group's grand adventure...

We can't wait to host you and create memories that will last a lifetime!

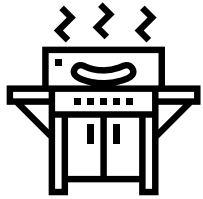
WHAT DO WE OFFER?



Our park offers 2 luxurious glamping tents, 12 cabins (5 x Pet Friendly) with various configurations; 5 Ensuite Sites, 70 powered sites, a selection of unpowered and undercover sites, plus 11 Motel Rooms attached to the Caravan Park.



An additional 10 motel rooms are available at our sister property, the Esk Wivenhoe Motor Inn, located a short 200m walk from the park. Guests staying at this property are welcome to wander down to the park to join in the group festivities and utilise the park facilities.



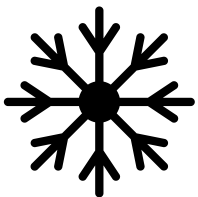
Our large communal camp kitchen and undercover entertainment area comfortably seats up to 90 people. Our smaller camp kitchen, 'The Chill & Grill' seats 30 people and can be privately reserved, subject to availability. Both areas are open from 7am - 10pm.



Our undercover entertainment areas provide the perfect spot to socialise and make use of our BBQ's, Pizza Ovens and gas cooking facilities throughout your stay.



Free live entertainment is provided for guests in the Camp Kitchen of a weekend during the cooler months, or under a marquee on our pet-friendly lawn during the warmer months. Guests are invited to bring their camp chairs, drinks and nibbles to enjoy the entertainment as the sun goes down over the park.



We provide use of a communal fridge in both camp kitchens. If you're self-catering for a large number of guests, we highly recommend booking an additional powered site and hiring a mobile cool room to store your food and drinks. Please contact Brisbane Valley Hire on 5424 1648 for a comprehensive list of available hire items.



Choose from 2 heated pools equipped with pool noodles and sun lounges - one for families, the other an adults-only 'Sanctuary' for peace and relaxation...just don't forget to pack your togs and beach towel!



Our resident lorikeets come in for their feed just after 4pm each day. This is a fantastic opportunity for nature-lovers of all ages to get up close and personal with our gorgeous - and very cheeky feathered friends.



PARK FACILITIES

HEATED SWIMMING POOLS OPEN 9AM TIL DUSK

We offer our guests 2 heated pools equipped with sun lounges, umbrellas and pool noodles for your year round enjoyment.

Choose from our family pool or escape the calls of 'Marco Polo' in our tropical, resort-inspired adults only 'Sanctuary' where you can soak in the stunning scenery of Mount Glen Rock and surrounds in peace.

Please ensure that you read and understand the 'pool rules' located on the pool gates prior to entering each area. No glass is permitted in either of the pool areas.

A small amenities block is located adjacent to the swimming pool complex and offers bathroom facilities. Pool towels can be hired from reception for \$3.50

CAMP KITCHENS OPEN 7AM TIL 10PM

Our large communal camp kitchen and undercover entertainment area seats up to 90 people and is the perfect spot to catch up with new and old friends - we also host free live entertainment every Saturday afternoon.

We light our impressive stone fireplace of an afternoon during the cooler months.

Our smaller camp kitchen - 'The Chill & Grill' - seats 30 people and can be privately reserved for group or family gatherings, subject to availability.

You are most welcome to utilise both of our undercover entertainment areas to socialise and make use of our BBQ's, Pizza Ovens and gas cooking facilities.

For the consideration of all guests, we kindly ask that the Camp Kitchen is vacated at 10pm when the lights are automatically switched off.



PARK FACILITIES

FREE UNLIMITED WIFI

Complimentary WIFI is available throughout the Park and the strongest connection will be found at our free WIFI hub in the main Camp Kitchen.

WIFI codes are provided on your park map upon check in and additional vouchers can be obtained from reception during business hours.

Several local cafes also provide free WIFI whilst enjoying a meal or drink.

PIZZA OVENS & BBQ`S

We offer guests the use of our BBQ's and gas-fired pizza ovens, pizza trays, and cutters which are located in both our main Camp Kitchen and the 'Chill n Grill'.

Fresh pizzas and/or ingredients can be purchased from the Esk Fruit Shop and Gourmet Deli located on the main street, or the IGA Supermarket on Hassall Street.

STONE FIREPLACE & BRAZIER'S

We supply firewood for the gorgeous stone fireplace in the main camp kitchen and usually have this set by 4.30pm each day during the cooler months of the year for all guests to sit around and enjoy.

Firewood for the pot-belly in the 'Chill n Grill' camp kitchen is available on request.

We also offer a limited number of powered and unpowered camp sites which can accommodate approved braziers and small fire pits with the use of a drop tray and fire blanket. Please let our team know at the time of booking if you would like to reserve a fire-approved site and we can check availability.

Fire blankets (\$10) and 20kg bags of firewood (\$15) can be purchased from reception - our grounds team can even deliver firewood to your site.



PARK FACILITIES

LORIKEET FEEDING - DAILY AT 4PM

Our resident lorikeets come in for their 4pm feed each day near 'The Sanctuary'.

If you're a nature-lover, this is a fantastic opportunity to get up close and personal with our gorgeous - and very cheeky - feathered friends.

We provide the sunflower seeds, just be sure to bring your camera!

PET-FRIENDLY

We welcome well-behaved fur friends who remain on their lead at all times while in the park grounds and at your sites.

Pets are welcome to stay with you for free on our powered and unpowered sites, and in our pet-friendly cabins and disability assist motel rooms for a modest cleaning fee and by pre-arrangement.

For the consideration of other guests, we kindly ask that your pet is picked up after, does not cause a nuisance and is not left unattended at your accommodation.

Due to health regulations, pets are unfortunately not permitted in our common areas such as pools or the camp kitchen & entertainment spaces.

Dedicated 'Fur Baby Parking' hitching posts are provided throughout the park.

There are some wonderful walking and hiking trails in and around Esk where you can exercise your pets, however please keep in mind the bush can harbour some nasties so be sure to check your fur babies thoroughly for ticks etc upon your return.

DOG WASH

Located at the end of our amenities block, our coin operated dog wash is available for all guests and their pooches to use during their stay.

The cost is \$8 for 8 minutes with additional time at the cost of \$1 per minute. Please put extra coins in before the 8 minutes lapse to ensure continuous use.



ACTIVITIES & ADVENTURE

EXPERIENCE SOMERSET

Take your holiday to the next level and experience the Somerset Region's extensive range of outdoor activities.

From riding the Brisbane Valley Rail Trail to Llama walking; skydiving to hot air ballooning; canoeing to four-wheel driving or horseriding...

...Whether you seek your thrills on land or in the sky, there's an abundance of adventure awaiting visitors of all ages in Somerset.

A comprehensive range of brochures highlighting popular tourist attractions and activities in the Somerset Region can be found at reception, or by visiting the Esk Visitor Centre.

Scan the QR codes below for further information on recreational trails & maps, outdoor adventure, water activities at our neighbouring Dams, nature & wildlife, local art, heritage & culture, plus local events and markets.



**EXPERIENCE
SOMERSET**



**UPCOMING
EVENTS**



PARK POLICIES

CHECK IN & CHECK OUT

Cabin, Motel and Glamping check-in from 2pm. Site check-in from 11am.

Departure is 10am and a late check-out can be arranged at a cost of half the nightly rate the day prior to departure, subject to availability.

VISITORS

We are very passionate about ensuring that our guests have exclusive use of the Park facilities, particularly over fully-booked weekends and holiday periods.

With this in mind - and subject to availability - visiting family and friends may use the park pools and camp kitchens with the purchase of a day pass, priced at \$10 per adult and \$5 per child.

Visitors can arrange their passes upon signing into our front office on their arrival.

PARKING & VEHICLES

One vehicle is permitted per site/cabin/motel room.

Additional vehicles must be parked in our designated visitor parking bays which are located in front of the Family Pool, or on Hassall Street.

Please contact reception if you wish to wash or repair your vehicle onsite.

LOST PROPERTY

Lost property will be retained for one month after which time anything saleable is donated to the local community-run Op Shops.

If items are handed in to the office after a guest's departure, the guest will be contacted (where possible) to check if they are able to return to collect their property.

Should you be unable to return we request that you send a pre-paid, self-addressed envelope or satchel for us to return your property.



PARK POLICIES

QUIET TIME

The peaceful enjoyment of our Park and its facilities by all of our guests and residents is important to us.

Please be considerate of your neighbours by restricting noise from speakers, TV and social gatherings, particularly between 10pm and 8am.

Park Management conduct a security walk of an evening and have a 'zero tolerance' policy for noise complaints received after 10pm.

GUEST BEHAVIOUR

Our Park team will not accept anti-social or unruly behaviour. Repeated failure to comply with our park policies - and any illegal activities - will not be tolerated.

Management reserves the right to immediately terminate the occupancy of the offending party/s without explanation and no refunds will be given.

SMOKING

Queensland's Tobacco Laws state that smoking is banned within 10 metres of public facilities, such as our reception area, camp kitchens and pool areas.

Please also be considerate of your neighbouring guests.

Smoking of tobacco products and e-cigarettes is not permitted in our Cabins or Motel rooms and will result in a cleaning fee being charged to the credit card on your booking.

If smoking within in the park grounds, please do the right thing and 'bin your butt'.

Cigarette disposal points are located near the Camp Kitchen, the entry of the main amenities block and opposite the BVRT Motel.



PARK POLICIES

SUPERVISION OF CHILDREN

The supervision of children is vital for their safety and the enjoyment of all guests.

Please ensure children are accompanied by an adult when visiting the pool, amenities and while using the park facilities.

BIKES | RIDE-ON EQUIPMENT | BALL GAMES

Bikes and scooters may be ridden in the Park during daylight hours with the use of a safety helmet and adherence to the park speed limit.

Please ensure bikes and scooters are not ridden in the camp kitchens & do not block entry points to park facilities, or create tripping hazards.

Due to confined spaces and risk of damage to residential homes, vehicles and vans, ball games are unfortunately not permitted in the Park.

PARK SPEED LIMIT

The safety of all of our guests, particularly children, are important to us,

As all roads within the Park are shared with pedestrians and children riding bikes, we have a 5kph Speed Limit and ask all guests to be mindful of this when driving on the shared roadways within the park grounds.

BICYCLE STORAGE

You are most welcome to secure your bikes on your cabin deck or balcony.

Should you wish to borrow a bike lock during your stay, please visit reception during business hours.

GROUP DISCOUNTS

APPLIED TO FINAL BOOKING BALANCE ON ARRIVAL

POWERED SITES UNPOWERED SITES ENSUITE SITES MOTEL ROOMS GLAMPERS CABINS VINTAGE VAN	GROUPS OF 10 - 20 BOOKINGS	GROUPS OF 20 TO 50 BOOKINGS	GROUPS OF 50 + BOOKINGS
	7.5% DISCOUNT	10% DISCOUNT	12.5% DISCOUNT

BOOKINGS OF 2+ NIGHTS ARE ELIGIBLE FOR GROUP DISCOUNTS
Group discounts are not applicable to public holiday and special event weekends; or peak holiday periods such as Easter and Christmas

HOW TO BOOK

Contact our office on (07) 5424-1466 to check availability of the dates you require.
When proceeding with a Group Booking, we will need the following:

- The organisers Name, Contact Phone Number, Address and Email Address
- The number of sites/cabins/motel rooms required and the dates for the booking

The organiser will be required to pay a deposit of their first nights' stay to secure the group booking. Group members may then contact us individually within 7 days to pay their first night's deposit and secure their booking.

DEPOSIT REQUIREMENTS

Motel room, cabin and glamping deposits are required within 7 days of the group booking being made. Cabins or rooms held after this time without deposits will automatically be cancelled.

Site deposits are required one month prior to arrival; or two months prior if the booking is more than 20 sites, during a peak period, public holiday or local event weekend.

Sites held after this time without deposits will automatically be cancelled.

We recommend group members arrange payment of their deposit at their earliest convenience to secure their booking and avoid the disappointment of missing out on the group festivities.

For large groups we require full payment approximately 1 week prior to arrival. This is to assist us in getting you settled into your accommodation as quickly as possible and avoid delays when checking in.

LOW & MID SEASON CANCELLATIONS

DEPOSIT

First full night rate to be paid at time of booking to secure accommodation. Balance due on arrival or deductible from credit card for late arrivals. Group discounts will be applied on check-in.

14+ DAYS' NOTICE

If providing us with 14+ days' notice, you are welcome to a refund of monies paid, less an administration fee of \$30; or you may opt to have the paid amount held in credit for a future visit without an administration fee deducted. (Monies will only be refunded by the same method in which they were originally paid)

WITHIN 14 DAYS

No refund or credit of deposit paid

DATE CHANGES

Provided 14 days' notice is given for low season bookings, we can honour this request. However, bookings can only be changed once from the original booking dates.

PEAK PERIOD CANCELLATIONS

EASTER | CHRISTMAS | LONG WEEKENDS | ESK RACES

DEPOSIT

First full night rate to be paid at time of booking to secure accommodation. Balance to be paid in full one month prior to arrival.

28+ DAYS' NOTICE

If providing us with 28+ days' notice, you are welcome to a refund of monies paid less an administration fee of \$30; or you may opt to have the paid amount held in credit for a future visit without an administration fee deducted. (Monies will only be refunded by the same method in which they were originally paid.)

WITHIN 28 DAYS

No refund or credit of deposit paid

DATE CHANGES

Provided 28 days' notice is given for peak season bookings, we can honour this request. However, bookings can only be changed once from the original booking dates.

COVID CANCELLATIONS

14+ DAYS' NOTICE

Should you need to cancel your booking within 2 weeks of your arrival date due to COVID-related travel restrictions, your deposit will be placed into credit on your guest account for you to use within 12 months. Refunds are not provided for any cancellations within 14 days of arrival.

BOOKING TERMS & CONDITIONS

Cancellation requests must be received in writing to: info@eskcaravanpark.com.au

If you do not notify the park office of your cancellation or, if you do not arrive by 10am on the day after your scheduled arrival date, your reservation will be cancelled without refund of any paid monies.

Where a deposit or prepayment is to be refunded, a \$30 administration fee will be charged. Refunds can take up to 30 days to appear in your account. Alternatively, the total refund amount may be transferred to your guest account (to be used within 12 months) and no administration fee will apply.

Reservation nights cannot be reduced at check-in.

Specific Cabins or Sites cannot be guaranteed, however all preferences are taken into consideration.

We reserve the right to relocate a booking (site, cabin, motel) when required without notice.

Cheques cannot be accepted on arrival.

Minimum booking periods must be observed with all reservations, such as 3 night minimum stays over long weekends.

A refund or transfer of dates is not given for unexpected departures.

Valid credit card details are required for all Motel and Cabin reservations.

If you have not advised us you are travelling with a pet at the time of booking your pet-friendly cabin or motel room, an additional fee will be added to your booking upon arrival, being \$30 for the first night and \$10 per night thereafter, per pet.

All accommodations and facilities are non-smoking and a cleaning fee will be charged for smoking inside any of our cabins or motel rooms.

Guests may ride bicycles and scooters within the park however must do so in a manner that does not endanger themselves, other persons, or any property. Children must be supervised at all times.

It is a requirement that all riders comply to the rules of the state that apply to road safety, wear helmets at all times and must not exceed the signed speed limits. The riding of skateboards, rollerblades, in-line skates or any other ride on apparatus is not permitted in the park.

Bicycles may be ridden after sunset provided they are fitted with appropriate reflectors and lights. When not in use bicycles and scooters must be stored neatly and must not be left to obstruct the roadways or pathways of the park so as to cause a trip hazard for other guests.

By entering the Esk Caravan Park & BVRT Motel you acknowledge that you are a tourist, and you are entering the park for holiday purposes only.

We strongly recommend all guests hold an insurance policy covering both their vehicles and vans as we take no responsibility for Force Majure events, such as damage sustained due to falling branches or other extraordinary events or circumstance beyond our control.