

Kenilworth Homestead and Tuchekoi Outdoor Centre
Operated by Higherground Group Pty Ltd
ABN 42 128 016 393
TERMS, CONDITIONS & CAMPING RULES

TERMS & CONDITIONS

Introduction

Higherground Group (Higher Ground) regards customer privacy as an important part of our relationship with our customers. The following Terms & Conditions apply to all Kenilworth Homestead and Tuchekoi Outdoor Centre users and conforms to Internet privacy standards.

All prices quoted are quoted in Australian dollars (AUD) and are inclusive of GST.

If you have any questions or concerns regarding these terms and conditions or any statements made, you should first contact Kenilworth Homestead on +61 7 5440 0900 or email us at info@kenilworthhomestead.com.au

Kenilworth Homestead is located at 2760 Eumundi-Kenilworth Rd, KENILWORTH, Queensland, 4574.

Collection and Use of Information

In order to use Higher Ground websites, we may require information from you to provide the best service possible.

All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.

Any information collected by Higher Ground is collected via correspondence from you or your company via telephone, email, mail, fax, directly through our website, or other applicable media forms. Any information collected by Higher Ground is used to provide you with a high level of customer service and correspondence may be recorded in order to provide service references and assist in staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information, such as credit card numbers, on our website, the information is encrypted using secure socket layer (SSL) technology. When credit card details are collected, we simply pass them on in order to be processed as required. We never permanently store credit card details.

If you have any questions about security on our Website you can email us at info@kenilworthhomestead.com.au

Orders

If you purchase a product or service from us, we may request certain personally identifiable information, such as name, email and postal address and financial information such as credit card number, expiration date and Card Code Verification (CCV) number. We use this information for billing purposes and to fulfil your order. If we have trouble processing an order, we will use this information to contact you.

Communications

Higher Ground uses personally identifiable information for essential communications, such as emails, accounts information and critical service details. We may also use this information for other purposes including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at info@kenilworthhomestead.com.au

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Websites.

Links

Links on our websites to external entities (if any) are not covered within this policy. The terms and conditions set out in this Privacy statement only cover the domain name of www.kenilworthhomestead.com.au and www.higherground.com.au

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage and other places we deem appropriate so that you are aware of the information we collect, how we use it and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you by means of a notice on our homepage.

Security Policy

Payments are fully automated and performed under 128Bit SSL certification with an immediate response. Your credit card details cannot be retained by Higher Ground or any outside party.

Delivery Policy- Online Bookings

After ordering online, you will receive an email confirmation confirming receipt of your order and payment within a few minutes of ordering. If you wish to query an order please contact us at info@kenilworthhomestead.com.au

Deposit & Cancellation Policy

Camping bookings are non-refundable, however we offer camping credits that are transferrable outside peak holiday periods to be used at another time.

Weddings

Please refer to the specific Wedding terms and conditions published in the annual Wedding brochure.

Camping at Kenilworth Homestead

A general booking attracts full payment and is non-refundable, however is transferrable to an alternative date within 6 months of the original booking. Please note peak holiday rates (e.g. Easter, Christmas and Long Weekends) apply and therefore transferred bookings may attract an incremental payment.

CAMPING RULES

To help us make your and others stay the best possible, please observe the following:

- A strict 10:30pm noise curfew applies AT ALL TIMES. All music and loud noise must cease at this time.
- All campers under the age of 18 **MUST** be accompanied by a parent or legal guardian at all times. Photo identity must be provided upon request.
- We are a family friendly campground and request that people behave with respect and courtesy towards others at all times.
- All speed limits must be followed whilst driving on the property. The speed limit is 10km/ph unless otherwise indicated.
- No unlicensed vehicles are to be driven on the property. Queensland driving regulations apply and unlawful activities related to driving offences will be reported to the police. E.g. driving of vehicles by unlicensed youths/adults.
- We welcome family pets. To ensure a safe stay, we require **all pets must be under owners control at all times and kept on a lead**. Pets must not be left unattended at any time. All pet waste must be collected immediately and disposed of using appropriate bags and placed in the skip bins. Owners are liable for any damages or injuries caused by their pet during their stay.
- Generator hours: 8am-10am & 4pm-6pm **ONLY**
- In case of emergency please call 000 and alert management to any criminal activity or injuries.
- 24 hour Emergency Service is available at:
 - Nambour General Hospital, Hospital Road, Nambour. Ph: (07) 5441 9600
 - Gympie General Hospital, 12 Henry Street, GYMPIE. Ph: (07) 5489 8444
- Children must be under parent supervision at all times, including the visitation of property animals.
- **ALL BUILDINGS, INCLUDING SHEDS, AND FENCED PADDOCKS ARE OUT OF BOUNDS**, irrespective of whether the paddocks are vacant or holding animals.
- All Rubbish must be removed from your camp site. Skip bins are provided for rubbish disposal.
- For the safety of all campers, especially children, we require **ALL campfires to be completely extinguished before you retire each evening**. Fire circles must be completely dismantled before departure.
- The Mary River and the Tuckekoi private lake are great places to cool off, however please be aware these waterways can contain debris, particularly following heavy rain and flooding. Extra precautions are recommended at all times. E.g. the wearing of footwear. Take care as there are deep holes and undercurrents. Swimming and paddling is at your own risk. **Adult supervision is always required**. Safety and first aid is your responsibility whenever you are using the waterways.
- Please be aware the private lake at Tuckekoi Outdoor Centre holds murky water and therefore **CHILDREN ARE REQUIRED TO USE A PERSONAL FLOTATION DEVICE (PDF)** at all times when using the private lake.
- Please be aware the Mary River can rise suddenly. If you are asked to evacuate it is for your own safety so please comply with requests without question or hesitation.

Thanks and have a great stay!