

Customer Appreciation Weekends

WELCOME

Thank you and congratulations on the purchase of your new caravan. At Jayco Newcastle we will endeavour to assist you in any way we can to make your caravanning dream a reality.

To assist in your journey we offer you the opportunity to register for our customer weekends away. These are a great way to meet like minded caravan enthusiasts and Jayco Newcastle staff members in great locations around the Hunter and beyond. Please note that this is a gesture of goodwill, it is not an entitlement and there are terms and conditions that are attached to the appreciation weekends. Due to popular demand and site availability we cannot always accommodate all of our valued customers and the invites are sent at the discretion of Jayco Newcastle Management. Jayco Newcastle also reserves the right to charge a non-refundable payment.

TERMS AND CONDITIONS

1. Customers who have purchased (& still own) a caravan or RV from Jayco Newcastle are eligible to attend
2. Customer Appreciation Weekends will be organised at the discretion of Jayco Newcastle Management and may be cancelled at any time
3. Invitations are offered to customers as an act of kindness and goodwill and shall not form a condition of the caravan or RV sale agreement
4. By completing registration details does not automatically secure a place to attend
5. You are required to register separately for each weekend. One expression of interest does not automatically register you for all future events
6. Site allocation is subject to nominated park availability and at the discretion of Jayco Newcastle Management and is subject to change
7. Jayco Newcastle is not liable for any accidents, injuries, loss of personal items or damage to self or belongings and customers are to attend at their own risk
8. Invitations are not valid for cash, are non refundable and not transferable
9. Jayco Newcastle reserves the right to charge a non-refundable payment
10. Minimum stay is 2 nights

FREQUENTLY ASKED QUESTIONS

1. How do I register?

Please visit our website (<https://www.jayconewcastle.com.au/customer-appreciation-weekends>) and register your interest by following the registration instructions on the page. This will send an email directly to our Events Team.

2. How will I know if my registration has been received?

You will receive an email reply from our Events Team that will confirm that your registration has been received and you will also receive a copy of the Terms & Conditions applicable to our Customer Appreciation Weekends.



3. How will I receive an invitation?

We will email you with a link to the invitation that will be located on the Eventbrite website. The invitation will include all of the details for the Weekend Away and you will be able to purchase a ticket to secure your spot.

4. What time do I need to be there?

The weekends traditionally occur from Friday – Sunday and check in time will differ depending on each Caravan Park. The Saturday night function will generally start from approximately 4:30pm. Confirmation of these details will be provided via email in the weeks leading up to each event.

5. Do I need to bring anything?

The majority of the weekend is for you to enjoy your van with your family so you will need to bring anything that you wish to use during the weekend.

6. Is there a set agenda or itinerary?

There is generally no set agenda or itinerary for the weekend – if there is this information will be emailed to you prior to the event.

7. Can I bring pets along?

This will depend on the Caravan Park at which your event is taking place. We will advise on the invitation whether the park is pet friendly or not.

8. What time do I have to check out?

Check out time will differ depending on each Caravan Park. Confirmation of these details will be provided via email in the weeks leading up to each event or you are welcome to contact the Caravan Park directly.

9. Can I request to stay along side friends?

Unfortunately to ensure that it is fair to everyone attending, sites will be picked at random. This is a great opportunity to meet new people and make new friends!

10. How many weekends can I register for?

There is no limit to the amount of weekends you can register for but we do endeavour the spread around the invites so all our customers can experience and enjoy the weekends.

11. When will I know when the next customer appreciation weekend is available to register?

Information about upcoming events are often published on our website or Facebook page. The best way to ensure you receive an invitation is to register at any time via our website. If you receive an invitation to an event but cannot attend, make sure you reply to let us know and we can automatically pop you onto the registration list for the next event.

12. Does it cost me anything?

You will be notified on the invitation whether there will be any site costs. There will often be a non-refundable payment required to secure your spot. As places are limited, this payment is to ensure that we only secure spots for genuine attendees.

13. How many customer appreciation weekends are run each year?

Approximately 4 per year, however this is at Jayco Newcastle's discretion and can be changed at any time without notice.

