



Powered Sites	Queenscliff 3 Bedroom Cabins	Studio Villas	Fire Hydrant	Gym	Boat Parking	Basketball Court	Laundry
Annual Residences	Banksia 2 Bedroom Cabins	Lonsdale 2 Bedroom Cabins	Exit to External Fire Hydrant	Outakidz Clubhouse	Playground	Giant Chess	Skate Park
Beach Houses	Swan Bay Studio Cabins	Dump Point	Defibrillator	Gas Fire Pit	Indoor Playground	Amenities	Accessible Family Bathroom
Apartments	3 Bedroom Villas	Emergency Assembly Point	Reception	BBQ Facilities	Games Room	Jumping Pillow	
Queenscliff 2 Bedroom Cabins	2 Bedroom Villas	Fire Hose	Shop/Kiosk	Camp Kitchen			

CONDITIONS OF STAY & PARK RULES

The following guidelines are for your safety and comfort as well as our other guests. Please read them carefully. Further resort information is available in our online directory which is sent via SMS on your arrival. Please ask our friendly team if you require assistance.

- 1. RECEPTION HOURS:** 9:00am – 5:00pm, 7 Days (extended hours may apply in busy periods). After hours emergency please phone 0427 742 035
- 2. CHECK-IN/CHECK-OUT:**
Accommodation Arrival/Departure Times: Check-In Time is available from 2pm; Check-Out is by 10am. Early Check-In Time and Extended Check-Out Time may be arranged with prior notice; however, this is subject to availability. (Fee may apply.) Late Arrivals: Where your expected arrival time is after 5.00pm, please contact Guest Relations.
Caravan/Camping Site Arrival / Departure Times: Check-In Time is available from 12pm; Check-Out is by 11am. Early Check-In Time and Extended Check-Out Time may be arranged with prior notice; however this is subject to availability. (Fee may apply.) Late Arrivals: Where your expected arrival time is after 5.00pm, please contact Guest Relations.
- 3. SITES & FEES:** All fees are to be paid in full upon arrival. NO refunds. Extra person charges may apply. Only 1 vehicle per cabin/site allowed.
- 4. BOOKINGS:** Security – A credit card must be produced in the name of the person staying at the Park on check in. Any damage caused or additional purchases made by you or your guests during your stay may be charged against that card.
- 5. SPEED LIMIT:** The speed limit in the park is **10 km/h** WHICH IS WALKING PACE and applies to the entire park, if you exceed this it will be brought to your attention. If you exceed this again you will be asked to leave the park. ALL roads within the park are shared by pedestrians and motorists.
- 6. CARAVANS AND TRAILERS:** Caravan/Camping Site Occupancy Limits Up to 8 people, (maximum 4 adults) per site. Caravan/annexe (1) OR Tent(s) with a maximum floor space of 30 x 20ft (excluding veranda) may occupy no more than 2/3rds of your allocated site area.
- 7. KEYS:** Keys to be returned to reception. A charge will apply for unreturned keys.
- 8. CHILDREN:** Guests are responsible for their own children at all times. Children under 12 MUST be accompanied by an adult when using the amenities, playground and pool areas. Management takes NO responsibility for children unsupervised within the park.
- 9. BUNK BEDS:** Australian Standards relate to the use of bunk beds and state that: "Children under the age of 9 years are not recommended to use the top bunk. Also children must not play on the top bunk."
- 10. PLAYGROUNDS:** Indoor Playground - Open from 8.00am – 8.00pm and is for children under 6 years of age only. Outdoor Playground & Jumping Pillow - Open from 8:30am – Dusk. Use of playground equipment when wet is STRICTLY PROHIBITED. Children under 12 years of age MUST be supervised by a responsible adult. Management takes NO responsibility for children who are unsupervised. Visitors of guests must pay a fee.
- 11. POOL AREA:** Open 8:00am – 8.00pm. Children under 12 years of age MUST be accompanied by a responsible ADULT (not an older brother or sister) in the swimming pool area. NO glass or alcohol items are to be brought into the pool area. The pool is for the use of guests only. Visitors of guests must pay a fee. Appropriate swimwear MUST be worn. NO diving, bombing or running. Management takes NO responsibility for children who are unsupervised.
- 12. Kitchen/BBQ AREAS:** Gas/electric hot plate BBQs are provided in the resort grounds for all guests use. Please clean barbecues, tables, benches, appliances and equipment after use and leave tidy for the next guest. Some accommodations have BBQs provided for private use - please check inclusions for details. Personal gas/electric BBQs are welcome. Open flames including Charcoal/wood-fired BBQs/pits and Trangia Stoves are not permitted.

- 13. BICYCLES/SCOOTERS ETC:** Use of electric scooters, electric bicycles, skateboards and drones are strictly prohibited. Prior to riding any bikes within the Park, please obtain a Bike Licence from Reception. Riding of bikes/scooters etc. is allowed during daylight hours ONLY and on roadways ONLY (not across sites or on footpaths, grass banks, gardens and around the amenities block). Bicycles must be ridden on the roads within the park at the speed limit of maximum **10 km/h**. Helmets/Safety equipment must be worn at all times.
- 14. AMENITIES:** Children under 12 years of age MUST be accompanied by an adult. Hand basins and laundry tubs are NOT to be used to bath children, clean fish or wash dishes.
- 15. LAUNDRY:** Laundry equipment MUST be left clean after use. \$1.00 coins needed for use Change is available at the shop. If you wish to hang clothes to dry please use the clothes lines provided. The placing of ropes between trees, power points, etc. is NOT allowed. NO children, fish cleaning, saucepans, crockery, boots, etc. to be washed in laundry sink. Please report machine breakdowns to management as soon as possible.
- 16. QUIET TIME** All loud noise MUST cease from 10:00pm till 8:00am. Use of generators is NOT permitted. Undue noise and inconsiderate behaviour in any form is NOT permitted. Abusive language or excessive noise will NOT be tolerated at any time.
- 17. SPECIAL REQUESTS:** Are on request basis only and are not guaranteed at the time of booking.
- 18. GARBAGE:** Garbage bins are provided throughout the property for your convenience. Please assist by wrapping all garbage prior to its disposal and unfolding boxes, cartons etc.
- 19. PARK GROUNDS & GARDENS:** Please DO NOT walk or play in designated gardens. Please DO NOT enter or play in restricted or private areas.
- 20. VISITORS:** ALL visitors to report to reception before entering the park. ALL guests and visitors must comply with park rules. Patrons are reminded that they are responsible for their children's and visitors' observance of the park rules.
- 21. FIRES, FLOORING & TRENCHING:** Open fires are NOT permitted at any time. Use of heat beads is NOT permitted at any time. Flooring and tarps are NOT permitted on grass sites. Trenching around tents or annexes is NOT permitted.
- 22. GAS FIRE PIT (Communal):** The Gas Fire Pit is not a cooking facility or BBQ. Please do not cook any food, including marshmallows.
- 23. CARE:** Care must be taken of your own possessions. Your property (including your motor vehicle) is your responsibility. Management takes NO responsibility for theft or damage. NO refunds or reimbursements for loss or damage will be given.
- 24. INTOXICATION / UNLAWFUL ACTS:** Excessive use of alcohol is an unacceptable condition of stay. Violence, use of illegal drugs, theft, vandalism and abuse (physical or verbal) will NOT be tolerated. Please understand it will be our duty to notify the police and will result in the termination of your stay. Alcohol free areas include the Games Room, Pool Area, Amenities, Indoor Playground and CoutaKidz Clubhouse.
- 25. We reserve the right to evict guests from the park who are deemed by management to be:**
• Behaving in a socially unacceptable way • Causing damage • Disturbing other guests • Using unacceptable language • Breaking the Park Conditions of Stay. • Having extra persons on any site that were not declared at check in. NO refund will be given and charges will apply for any damage caused.
- 26. EVACUATION PROCEDURE:** Displayed in reception, amenities buildings, games room and cabins.
- 27. SMOKING** (*Smoke Free Act 2000*) – Smoking is prohibited in cabins, buildings and communal areas. A \$200 fee will be applied to your credit card with failure to comply with this NO SMOKING policy.

For full terms and conditions please refer to your Guest Registration Agreement