

Welcome to BIG4 Batemans Bay Beach Resort

To ensure all guests have a pleasant stay please read the following:

RECEPTION HOURS - 7.30am - 7.00pm Monday - Saturday (6pm Sundays). Reduced hours in winter

CHECK OUT - Fees are calculated until 10am on the day of departure – late departures may be possible in the off season but must be pre-arranged. Fees may apply.

FEES/REFUNDS - Fees must be paid in advance. We do not issue refunds for early departures or in the case of inclement weather.

NOISE – Please respect the rights of others to enjoy a peaceful stay. Noise levels must be kept to a minimum at all times and confined to your site/cabin. We have a strict **NO NOISE** policy after 10pm. Anyone choosing not to respect this rule will have their stay terminated – no refunds.

GARBAGE / RECYCLING - Please assist us by placing general waste into a bag and disposing into the red lidded bins. **Recycling** - please flatten cardboard boxes and plastic containers then place with other recyclables into the green or yellow lidded bins. Please keep your site tidy and use the facilities provided for drying clothes, discharge of sullage water and rubbish disposal.

SECURITY - Whilst Park Managers and staff do their best to ensure a safe and secure environment please remember we are open to the beach and the road. **We ask that guests always take precaution in securing items of value outside their tents, caravan or cabin at all times.**

Please do not leave anything unlocked. Managers and Security regularly patrol the Resort to minimize loss but please look after your valuables. Sorry, the Resort will not be held responsible for any damage, loss or theft.

VEHICLES - Speed limit is 10 kph (walking pace). One car space per site is allocated

VISITORS - All visitors must register with Reception. Day charges may apply. Visitors must depart prior to 10pm or overnight charges will apply. Please ask visitors to park their cars in Visitor Bays.

BOOM GATES - This facility is for your security. You will be issued with an access number for your car. This number works for **one** car only. Please do not give your code to anyone else or your access will be denied.

BOATS/TRAILERS - All boats & trailers must be parked in the storage area and **not** in the car parks.

CAMP KITCHENS – 7.30am - 10pm. Please be respectful of others and clean all equipment after use. Cleaning equipment is supplied.

LAUNDRIES - 7.30am - 8pm. Machines take 4 x \$1 coins. Please don't erect temporary lines – lines are supplied for your convenience.

DUMP POINT - Located at the entrance to the Resort. After use, please hose down & keep clean for others.

AFTER HOURS EMERGENCY NUMBER; 0458 575 488

AMENITIES - You will be issued with a code to use – please do not give this number out to others. Children must be supervised at all times.

CHILDREN - The Park and its facilities are provided for the enjoyment of you and your family. The supervision of your children is important for their safety and to ensure they do not disturb other guests within the Park.

Children must be accompanied by an adult when visiting the showers/toilets. We also ask that children do not play near Amenities, Laundries or Boom Gate.

GO-KART HIRE - We have bikes and Go-karts available for hire from 10am – 5pm. Helmets must be worn.

BICYCLES & SCOOTERS - **May be ridden during daylight hours only.** Helmets must be worn at all times. Children must obtain Bike Licenses from Reception over school/public holidays.

SWIMMING POOL - **Children under 10 must be supervised at all times by a competent adult.** Please respect the rights of others to enjoy the pool. No unruly behaviour will be tolerated. No large inflatables, ball games, no alcohol, glass or smoking.

JUMPING PILLOW - 8am – Dusk. Please be aware of all rules regarding the pillow. Parents remain responsible for supervising children at all times. Pillow will not operate when wet - use at your own risk. Unruly behaviour is not tolerated & any damage must be paid for.

TENNIS COURT/MINI GOLF - A refundable deposit is charged to hire the appropriate equipment. Bookings are required for tennis during busy/holiday times.

SKATEBOARDS, ROLLER SKATES, ROLLER BLADES, RIP STICKS OR HOVER BOARDS – Sorry these are not permitted in the Resort

CAR/BOAT WASHING - Located near the entrance to the Resort. Please see Reception for the tap key. Please do not wash vehicles on your site.

GENERATORS - Sorry, in consideration of our other guests the use of generators within the park is not permitted.

WIFI – Free WIFI is available. Please see reception for password. (50MB per day per device)

TV RECEPTION (caravans) – We have coax cables for a \$20 refundable deposit to enable you to receive better television reception.

PETS – Date restrictions apply. Rules apply, please ask at reception.

FIRES – No solid fuel fires such as wood or charcoal, no braziers etc. **Gas BBQ's only permitted.**

CARAVANS AND TRAILERS – Caravans and trailers must have the draw bar facing out towards the road.