



Activities

Organised activities are offered in select periods. Information on upcoming activities is available from reception, via notice boards, guest notices and social media.

After hours emergency Number 0429 994 839

Amenities

Please refer to the site map for the location of amenity buildings. Hot water is available for showers, washing machines and basins. Please consider others, limit showers and help conserve water. The amenity blocks are cleaned at least twice a day and may be closed at these times. Please refer to the signs at each facility for cleaning hours, with other times as required. Children under 10 must be supervised by an adult.

Bathrooms

Accessible bathroom

There are accessible bathrooms located on the southern end of main amenity block.

Bikes, ride-on equipment and motorised toys

For the safety and enjoyment of all guests, only standard bikes and scooters are allowed to be ridden in the park during daylight hours. Road rules must be observed and a safety helmet worn at all times, as required by NSW law.

Boom gates

Boom gates are for your security. Please follow directions and do not give your security pin to others.

Camp kitchen and barbecues

The park map indicates location of the camp kitchen and barbecues. Please respect others, clean up after use and remove only your food from the fridge. For security purposes, the fridges may be locked at 10pm and unlocked between 5am and 6am. Do not place water bottles or ice in the freezer or cooler bags in the fridge. Alcohol and medications are not allowed in the camp fridges and the camp kitchens are smoke free environments.

Check-in time **Check-out times**

Sites :	11am	10 am
Ensuites :	1.00pm	10 am
Cabins :	2pm	10 am

Late check outs - depend on availability. See reception for fees and availability. Site fees are calculated until 10am on the day of departure. If your travel arrangements are inconvenienced by these times, please contact reception to make alternative arrangements.

Chemical dump point

A chemical toilet dump is provided at the entrance to the Resort. Dumping of toilet waste in any other area of the park is strictly prohibited.

Children

Supervising children is vital for their safety and helps make sure they do not disturb other guests. Children must be accompanied by an adult when visiting the amenities and all other park facilities.

Wristbands are issued to children staying in the park in peak periods to wear so that staff can see which children are eligible for using the park facilities and holiday programs.

Conditions of entry

As part of the conditions of entry to our park, guests are to abide by Park Rules. These are available from reception or on our website at <http://beachresort.com.au/wp-content/uploads/Park-Rules.pdf>

Customer feedback

We hope you enjoy your stay and welcome your feedback which helps us continue to improve our service and facilities. Please share your experience with others by leaving a review on TripAdvisor.com.au or Google.com.au.

Evacuation procedures

In an emergency, follow the directions of staff. If we need to evacuate the park, make your way directly to our evacuation area - marked 'Assembly area' on the map.

Fees

Fees must be paid in advance. Your unique boom gate code is for one vehicle only. Access is controlled by an Anti-Passback system and is subject to fees paid in advance.

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

Garbage/litter

Please help us look after our environment by using the rubbish and recycling bins located throughout the park for your convenience. Wrap all garbage prior to disposal.

Gas refills

Decanting of gas is available from the kiosk between 8am and 4pm.

Information

For local information, where to eat, activities, how to get around and service providers ask our friendly staff in reception.

Items for hire

See reception for information on items available for hire; including tennis racquets and go-karts, tennis and mini golf. Enquire with staff about local hire companies for other items if required.

Jumping Castle

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

Kiosk

The kiosk stocks a variety of grocery items, toiletries, milk, bread, ice, papers, lollies, cold drinks, ice creams, bait, beach items, etc.

Laundry : Hours 7.30am-8pm.

There are coin-operated machines and dryers in the main amenity blocks which take \$1 coins. Washing dishes is not permitted in the laundry, sinks are available at the camp kitchen and barbecue area.

Lost and found

Report lost or found items immediately to reception.

Noise

Quiet time is between 10pm to 7am. Consider your neighbours by keeping the volume down on radios, televisions and social gatherings. Excessive noise or abusive language will not be tolerated and can result in guests or visitors being asked to leave immediately.

Personal information

We are required to comply with the Information Privacy Act 2009. Any information you have supplied to us is only used for the purpose that it was collected for. We will not disclose your personal information (including confirming whether or not you are staying in the park) to any person. Should anyone wish to visit you while you are staying in the park, we recommend you contact them to advise where you are located in the park, as we will not pass on this information.

Pets

Date restrictions apply. Rules apply, please ask reception

Placement of caravans

We will help you place your caravan on your site. To comply with fire regulations, all vans MUST have the drawbar facing toward the road.

Playground

Smoking is not permitted within 10 metres of the equipment, as per the Smoke Free Environment Act 2000 law.. Children under 10 must be supervised by an adult.

Reception

Reception is open from 7.30am to 7.30 pm (6pm in Winter months) extended hours during Summer months

Recreation room

The recreation room is located at the front of the park and is open from 7.30am to 10pm each day. Facilities include TV with Foxtel, table tennis, X-Box and games. Children under 10 must be supervised by an adult.

Refunds

Cancellation fees apply. See reception for refund policy.

Security

We'd like your holiday to be enjoyable. Holidaying is a great time to get to know your neighbours and keep an eye out for each other's belongings. Your security is important to us. We recommend you keep your possessions, vehicles and accommodation safely secured at all times. If you have any concerns speak to one of our friendly staff.

Site cleanliness and boundaries

Please keep your site tidy and use the facilities provided to dry clothes, discharge sullage water and dispose of rubbish. Make sure your caravan, car and camping equipment stay within your site boundaries. Ropes or fastenings must not be tied to trees, fences or park structures. It is your responsibility to position your camping equipment so that your vehicle fits on your site. If it doesn't fit, it must be parked outside the park.

Swimming Pool

Pool hours are signed at each pool area. Management reserves the right to change and amend hours as necessary for the safety of park guests. For your safety and the comfort of all please note: • no glass, smoking or alcohol, no large inflatable devices in pool • no diving or running • **children under 10 must be supervised by an adult.**

Television Reception (caravans)

We have coax cables for a \$20 refundable deposit to enable you to receive better television reception.

Tennis court

The tennis court is located in the south-eastern corner of the park and is available for your enjoyment from 7.30am through daylight hours. Racquets are available for free hire. Bookings are required for tennis during busy holiday times. Children under 10 must be supervised by an adult.

Vehicles – drive with care

The safety of all guests is vital. Please adhere to the 10 kilometre speed limit (walking pace) within the park. Park roads are shared zones. Please follow all road signage and give way to pedestrians. Site fees include one vehicle only. Additional vehicles can be parked in the visitors' car park. Speak to reception for approval and cost of an additional vehicle/boats on site.

Villa/Studio

Please report all damage, breakages and losses promptly to our park reception. We ask you to please leave the accommodation in a clean and tidy state. Rubbish should be placed neatly in bins provided (in the accommodation and throughout the park). All washing up to be done and put away clean. Additional cleaning charges and full replacement costs may apply where furniture and equipment are not left as originally found or the accommodation condition on departure is unacceptable. Guests are responsible for the safekeeping and replacement of lost keys.

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.

Water conservation

Please conserve water by keeping your showers short and reporting leaking taps to our reception staff. Car/Boat washing area is located near the entrance to the Resort. Please see Reception for the tap key. Please do not wash vehicles on your site.

Wireless internet

For your convenience, we offer guests free limited wi-fi access. Conditions apply. See reception staff for more information and additional internet service options.