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If you see SMOKE, FLAMES or hear the FIRE ALARM, alert other occupants immediately. If safe, close any windows and doors to confine the fire. For caravanners, if time, switch off power and gas. Collect friends/family and walk to the assembly area shown on the park map. Telephone 000 and notify the fire service. Calmly follow instructions given by staff or the attending Fire Officers.

- CABINS
- POWERED SLAB SITES
- POWERED GRASS SITES
- CAMP SITES (Power)
- CAMP SITES (No Power)
- LONG-TERM
- ANNUALS (12 Month Casual)

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BOOM GATE CODE

- ▲ SPEED LIMIT 8 KPH
- ♻️ RECYCLING
- 🚒 FIRE HOSE



# EDEN GATEWAY HOLIDAY PARK RULES

To ensure your stay is enjoyable please read and observe the following conditions of occupancy.

## RECEPTION

Open from 9.30am - 5.30pm. Late check-ins can be made with prior arrangements for any time.  
Reception Phone number **(02) 6496 1798** Police/Fire/Ambulance **000** Local SES **(02) 6496 1676**  
Coastal Patrol **(02) 6496 2167** Medical Centre (Curalo Clinic) **(02) 6496 3322**

## ARRIVAL & DEPARTURE

Check-out is 10am. Check-in after 2pm in accommodation and after 12pm on sites.

## DEPOSITS & CANCELLATIONS

When making a booking be aware of what rate you are booking under. (Non-refundable, 3 day special, etc.)  
Non-refundable means non-refundable, the full amount is taken at time of booking. No refund is given if cancelled.  
All other booking rates request first night for the deposit and the balance due on arrival. Full refund is given if prior to 24 hours of the arrival date. Deposit will be forfeited if less than 24 hours notice is given for cancellation.  
Christmas school holiday bookings need to be paid in full one week prior to arrival.

## MESSAGES AND MAIL

Messages and mail can be collected from reception.

## SWAP AND GO

For exchange of 8.5kg and 3.7kg gas bottles. See reception.

## SWIMMING POOL AND AREA

Open 9am to 6pm. No-one is permitted in the pool yard outside of these hours. No Life Guard on duty. Pool rules displayed at pool gate. Children not permitted in the pool area without parent supervision. Non toilet trained kids must wear special swim pants to prevent accidents. The use of the pool is for Guests only. Please observe the rules to ensure safe use. Remember alcohol and water DO NOT MIX.

## PLAYGROUND

Open 8am to sunset. For children under 15 years. Do not smoke around the playground. Parents to supervise children at all times while on or around play equipment. Anyone engaging in anti-social or dangerous behaviour will be removed from the playground.

## BIKES AND SCOOTERS

Guests are welcome to ride bikes during daylight hours. Bikes must not be ridden in the Holiday Park once the street lights come on. Reception, entrance to Holiday Park, car parks, amenity blocks and camp kitchens are high traffic areas and bikes must not be ridden in these areas at any time. Helmets must be worn when riding bicycles within the Holiday Park. E-scooters, segways & hoverboards are not to be ridden on park roads.

## GO KART HIRE

Available from reception between 9.30am and 4pm. Hire fees displayed at reception. Indemnity form must be signed by hirers. Unruly or dangerous behaviour while hiring Go Karts is not tolerated and will result in the hire being terminated with no refund. Shoes and helmets must be worn. Do not use Go Karts as bumper cars. Obey park's road rules. Parents to supervise children at all times.

## BBQ AREA

Open 7am to 10pm. Noise should be kept at a respectable level when used at night. Please clean BBQ's after use. If attention is needed please inform reception.

## AMENITIES BLOCK

Open 24 hours, except cleaning times. If attention is needed please inform reception. Do not clean fish in block. Children to be supervised. No recreation devices (i.e skate boards) to be used around amenities. Family and disabled bathrooms located at main amenities.

## LAUNDRY

Open 8am to 11pm. Washing machines and dryers. Washing machines cost \$5 per wash.  
Two clothes line areas, one next to laundry other western side of amenities block.

## DRIVING IN PARK

SPEED LIMIT 8 KPH. The park is a shared zone. Roads are not to be used for driving lessons. Only registered and insured vehicles to be driven.

## BOATS

Can be stored on your site. Only flush engines and wash boats in designated areas at designated times.

## SECURITY

Keep all belongings secure and vehicles locked. Cameras are on 24 hours. Patrols conducted over Christmas holiday period.

## VISITORS

Visitors are welcome. They must register on arrival. Guests are responsible for their visitors. Must park in visitors car park.

## RECEIPTS

Retain receipts issued on arrival. Validates your length of stay.

## PETS

Pet owners agree to take full responsibility of any personal injury or damage caused by their pet whilst within the confines of the park and agree to pay for any claims of compensation in relation to the pet's activities. Pets are to be kept on a lead at all times; waste is to be picked up and disposed of; pets must not be left at the park without their owner; under no circumstances are they allowed in on-site accommodation and communal areas including the playground areas. No pets during the Christmas/New Year holidays.

## LOCAL INFORMATION

There are a variety of brochures at reception. Tourist Information Centre at wharf area.

## RUBBISH

Please securely wrap rubbish and place in bins at bin bays.

## NOISE

Please respect 10pm noise curfew.

## WILDLIFE

Please do not feed any wildlife and keep a safe distance.

## CARAVANS/MOTORHOMES /CAMPERVANS

Electricity lead connected to our power outlet must be 15AMP and "tested and tagged".  
Use of double adapters not permitted.

## SHORTENED STAY

No refunds given for early departure or inclement weather. If you depart before 8am place your key in the return box at reception.

## EDEN GATEWAY STANDARD POLICIES

- Bookings are not confirmed until the required security deposit of one night's accommodation has been paid and deposited. (Please note that if the booking is for one night only - full payment is required).
- Security deposits on bookings cancelled 7 days or more prior to the arrival date will be refunded, less a \$50 cancellation fee.
- When bookings are cancelled less than 7 days prior to arrival, the 1st night's tariff will not be returned.
- No refund will be given after arrival/check-in (i.e. No refund for early departures).
- Persons under 18 years of age must be accompanied by a parent or guardian.
- Security deposits and pre-paid tariffs can be paid over the phone with a Visa or MasterCard.
- Cheques are not accepted on arrival.
- We do not permit excessive noise or music after 10pm.
- Check out time is strictly 10am.
- Long weekends - 3 night minimum. Melbourne Cup Weekend - 4 night minimum.

### Christmas/New Year & Easter Bookings

- A deposit equal to the first night's accommodation is payable at the time of booking.
- All fees must be paid in full for the Christmas/New Year period no later than 1st December and Easter by the 1st March.
- If a reservation is changed or cancelled after 1st December for Christmas/New Year and 1st March for Easter Bookings it may result in the entire tariff being forfeited. The tariff will only be refunded if the cabin or site is fully re-let for the period of your stay (Less a \$50.00 admin fee).
- Christmas/New Year - 7 night minimum and Easter - 4 night minimum.
- Allocation of any particular site is not guaranteed.