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 edengateway.com.au



- CABINS
- POWERED SLAB SITES
- POWERED GRASS SITES
- UNPOWERED SITES

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.





EDEN GATEWAY HOLIDAY PARK RULES

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

RECEPTION	Open from 8am - 6pm. 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 9kg and 4.5kg gas bottles. See reception
SWIMMING POOL AND AREA	Open 8am to sunset. 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.
JUMPING PILLOW	No footwear (other than socks) can be worn while on the pillow. All children must be supervised by a responsible adult at all times. No inverted manoeuvres can be performed on the jumping pillow.
PEDDLE CART HIRE	Available from reception between 9am and 5pm. Hire fees displayed at reception. Indemnity form must be signed by hirers. Unruly or dangerous behaviour while hiring Peddle Carts is not tolerated and will result in the hire being terminated with no refund. Shoes and helmets must be worn. Do not use Peddle Carts 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. Cost \$1, 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 \$4 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.
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, communal areas including the playground areas.
LOCAL INFORMATION	There are a variety of brochures at reception. Tourist information Centre near main street.
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 receipted. (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 - Where bookings are cancelled less than 7 days prior to arrival, the 1st nights 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 HOPE YOU ENJOY YOUR STAY WITH US. HAVE A SAFE JOURNEY.