

HOLIDAY PARK RULES AND REGULATIONS

Our park rules have been developed to assist you in having an enjoyable stay. Please spend a few minutes acquainting yourself and your party with them.

Fees

Please ensure that all fees are paid in advance. Boom Gates (if applicable) will not operate if fees are in arrears.

Check In / Check Out (NSW Time)

Check In	2.00pm	On-Site Accommodation
	2.00pm	Ensuite Sites
	12.00pm	All Other Sites
Check Out	10.00am	

Vehicles

The safety of our customers is of prime importance. Please assist by limiting the speed of your vehicle to 10kph and observing directional signs. Additional vehicles, boats and/or trailers may be admitted but only with the Caretakers' consent.

Power Cords

For your safety and to conform to government requirements only 15 amp power cords with 15 amp terminals (plugs) and a minimum length of 10 metres are allowed.

Noise

The peaceful enjoyment of our park and its facilities by all visitors is important to us. Please ensure no loud noise after 9.00pm.

Garbage

Receptacles are located throughout the park. Your assistance by wrapping garbage prior to disposal is appreciated.

Supervision of Children

Parents/Guardians are totally responsible for their children at all times and are expected to supervise their behaviour and ensure that they abide by the Park Rules, and any other directives issued by park management. Children under 10 years of age must be accompanied by an adult when visiting the showers, toilets and playground. Children under 10 years of age, must be accompanied by an adult when visiting the swimming pool.

Play Equipment and Sporting Facilities

Bicycles, scooters, skateboards, rollerblades etc must only be ridden on the roads within the park and at no more than 10kph. Please ensure the appropriate safety equipment is worn at all times. All play equipment and sporting facilities to only be used from 8.00am to sunset.

Your Site

Please keep your site tidy and use the facilities provided for drying clothes, discharge of sullage water and rubbish disposal. NSW law requires all tents and caravans to be at least 2.5m apart.

Amenities

Hot Water is provided for showers and basins. Please consider others and limit the time spent in showers to avoid wastage at all times.

Pets

Pets are not permitted. Please make other arrangements for your pets, unless allowed by law, prior to coming to stay with us.

Telephone Messages

Messages will be placed on the notice board at the park office. Urgent messages will be delivered to your site.

Open Fires

Open fires are not permitted

Refunds

A full copy of our Refund Policy and procedure is available from the park office. Requests must be in writing and administration fees apply.

Safety

Tweed Coast Holiday Parks are committed to providing a safe environment for all park users. Should you observe anything that you feel compromises health and safety, please report it to the park office as soon as possible.

Wilful Damage

You agree:

Any charge for services to you; or

Any damage or loss to our equipment in the park or accommodation for which you are responsible, not billed at the time of your departure, will be charged to the same credit card used to pay your account.

Risk Warnings

The Management wishes to warn occupants, guests and other persons who engage in any recreational activity, within the meaning of Civil Liability Act 2002 in, on or near the park, that the pursuit of such activities that may result in harm or injury, that they do so at their own risk.

Park Management

It is a condition of occupation that clients abide by all park rules, regulations and any reasonable direction given by park management. Clients are responsible for ensuring their guests and visitors also abide.