

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 10.00 am



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 permitted.



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. Please assist us in our commitment to environmental sustainability by mindfully recycling.



Supervision of Children

The park and its facilities are provided for the enjoyment of you and your children. The supervision of your children is important for their safety and to ensure they do not disturb others. Parents/Guardians are fully 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, playground and 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, disposal of sullage water and disposal of rubbish. 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.



Additional Structures

All structures must be approved by park management prior to installation.



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 is available online at www.tchp.com.au



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



Risk Warnings

Management warns occupants, guests and other persons who engage in any recreational activity in accordance with the Civil Liability Act 2002 inside or near the holiday park, that the pursuit of such activities may result in harm or personal injury. All persons who engage in recreational activity 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 are compliant.