



TWEED COAST HOLIDAY PARKS POLICIES AND PROCEDURES *Frequently Asked Questions*

What are the rates?

All Tweed Coast Holiday Parks rates are accessible on our website: [Tweed Coast Holiday Parks Rates](#)

Do you offer senior or pensioner discounts?

No, however we offer Weekday Getaways (pay for 3, stay for 4), a discount on Weekend Packages and a discount of 1 night for every seven nights that you stay in the off-peak periods. Long stay clients in the Winter season (June, July and August) are also given the option of paying weekly after their initial 27-night payment on arrival.

Do you sign Centrelink Rent Assistance Forms?

Tweed Coast Holiday Parks Management will witness Centrelink Rent Assistance Forms provided they display the clients residential address *not* the Holiday Parks address as your place of residence.

When do I pay for my Reservation?

Full payment is required at the time of making a reservation.

Extras are payable on arrival.

If your reservation is more than 27 nights and falls during the winter months of June, July and August 1-week deposit is required when making the reservation, 27 nights is payable on arrival and the rest of your stay can be paid weekly. This can only be set up at Reception and cannot be booked online.

What is your Refund Policy?

To obtain a refund, you must notify the holiday park in writing and provide a minimum of one (1) week notice in off-peak and 28 days notice in Peak/Shoulder prior to your arrival date.

- All refunds will incur a \$40.00 administration fee.
- Changes can be made to an existing reservation in the Off-Peak period with sufficient notification, allowing the parks time to re-let the accommodation.
- Un-Relet fees will apply for a request to change or cancel a reservation that provides less than one (1) week notice in off-peak and less than 28 days in peak/shoulder.
- All fees are forfeited for no shows.
- Should people vacate a site early due to weather conditions, no refund will be given.

Please refer to the full policy document on our website www.tchp.com.au

Can I book a Weekday Getaway and a Weekend Package together?

No, a Weekday Getaway and Weekend Package is not valid in conjunction with any other package or offer.

Are the Weekday Getaway and the Weekend Package available in Peak/Shoulder and on a Public Holiday?

No, a Weekday Getaway and Weekend Package is only available in the Off-Peak periods excluding weeks or weekends that include a public holiday.

Do you have availability?

You can check individual Holiday Parks availability

1. Online using the Book Now button on our website www.tchp.com.au
2. By sending an email:
boydsbay@tchp.com.au
fingal@tchp.com.au
kingscliffnorth@tchp.com.au
Kingscliffbeach@tchp.com.au



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hastingspoint@tchp.com.au
pottsvillenorth@tchp.com.au
pottsvillesouth@tchp.com.au

3. By telephoning 1800 234 121 and selecting an option for the Tweed Coast Holiday park you would like to contact:
- 1 for Boyds Bay
 - 2 for Fingal
 - 3 for Kingscliff North
 - 4 for Kingscliff Beach
 - 5 for Hastings Point
 - 6 for Pottsville North
 - 7 for Pottsville South

Can I book an overnight stay?

Reservations for single night stays are not available on-line. On-Site Accommodation and Ensuite Sites can only be accepted after 3pm the preceding day via Holiday Park reception. Overnight stays on a Site are accepted in the off-peak periods only and generally not on weekends and depend on availability. It is at the discretion of Holiday Park Management.

How long can I stay?

The length of your stay will depend on availability. Legislation prevails that a person must not be permitted to stay in a moveable dwelling that occupies a short-term site or camp site for a total of more than 150 days in any 12 month period, and no more than 50 days in a 12 month period in a primitive camping ground. Tweed Coast Holiday Parks primitive camping ground is Hastings Point Headland.

When can I book for the following year?

Tweed Coast Holiday Parks open 12-month booking windows on the 1st day of each month for future reservations for all accommodation types except for single night stays in On-Site Accommodation and Ensuite Sites. Reservations are taken on a first come, first served basis.

Can you guarantee a specific Site or On-Site Accommodation?

Whilst Tweed Coast Holiday Parks will make every endeavour to accommodate your request for a specific Site, Cabin or Surfari Tent, it is not guaranteed. Occasionally, it may be necessary for Park Management to move a reservation for operational reasons.

What is a drawbar and why do you need to know the measurements of my caravan?

A drawbar is the device located at the front of a caravan used for hauling when attached to a towbar. Our sites vary in shapes and sizes and are allocated based on the measurements provided during the booking process. It is the responsibility of the guest to ensure the dimensions are as accurate as possible.

How many people can I have on a site?

Up to 6 people are permitted on a Tourist or Tent Site. Strict site setup guidelines apply, see our [Setting Up Your Site](#) requirements. You will need to check with holiday park reception for the occupancy maximums of On-Site Accommodation or refer to the floor plans on our website www.tchp.com.au.

Are tent sites and tourist sites powered?

All of Tweed Coast Holiday Parks Tourist Sites are powered and have sullage. Most of our tent sites are powered, please refer to the Park Maps Site Directories [here](#).



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Can I set up a separate tent on my site for visitors or family?

No, strict guidelines must be abided by. View our Site Setup guidelines: [Setting Up Your Site](#)

Can I have an early Check In?

Check In/Out times allow for maintenance to be conducted on sites, the cleaning of on-site accommodation and time for guests to shift sites if required. However, you can make a request with Management.

The set Check In times are as follows:

2pm NSW time for Cabins, Surfari Tents & Ensuite Tourist Sites

12 noon NSW time for all other Sites

What is the latest time I can Check In?

Tweed Coast Holiday Parks Holiday Parks operate on the following office hours:

Monday to Sunday, 8am – 6pm, 8am – 7pm DST.

*Christmas Day reception hours 8am – 12noon DST.

If you will be arriving after close of office hours, contact holiday park reception as early as possible to arrange a late arrival package.

What time is Check Out?

10am NSW time for all Sites and On-Site Accommodation.

Or if you are staying Fri – Sun in the Off-Peak period, you can purchase a Weekend Package which will allow a late checkout on the Sunday.

How many vehicles can I have on my site?

One vehicle only is permitted per Site or On-Site Accommodation. You will be provided with a gate tag to access the boom gates. This tag is to be used for your vehicle only. Misuse of your tag may result in access being temporarily unavailable for your vehicle.

Can I let my visitors park their car on my site?

Visitors must register with holiday park reception on arrival. Vehicle access is not permitted. Visitor parking or off-street parking is available at all Tweed Coast Holiday Parks. If heavy items need to be delivered, check with park reception. Guests are also responsible for their visitor's behaviour. Fees will apply for any visitor that stays overnight.

Do any of the parks have drive-through sites?

Drive-through sites can be booked subject to availability.

Can I bring a boat, trailer or gazebo?

At the time of booking, you will need to notify the park staff and provide dimensions. They will advise if this is suitable.

Do you allow pets?

Unfortunately for health and safety reasons we are unable to have pets at our parks. Please make other arrangements for your pets, unless allowed by law, prior to coming to stay with us. Documentation for an Assistant Animal will need to be provided at the time of making a reservation.

Do you have a Dump Point?

All seven Tweed Coast Holiday Parks have at least one dump point for guests with a reservation to use.



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Do you have permanent or long-term rental accommodation, or can I live in my caravan in your park?

No. Tweed Coast Holiday Parks are located on Crown Land that is reserved for public enjoyment and zoned for the use of tourists and cannot be used for residential purposes.

Do you provide for caravan storage?

Boyd's Bay and Pottsville North Holiday Parks have storage yards for off-site storage purposes and can accommodate caravans, boats, cars etc.

Can I have a Camp Fire, Brazier, or Oz Pig BBQ?

No, open fires are not permitted for the safety of our guests.

Are Skateboards, Bikes or Scooters allowed in the Park?

Yes, ensuring they are only ridden on the roads within the park and at no more than 10kph. Please ensure the appropriate safety equipment is always worn. All play equipment and sporting facilities are to only be used from 8am to sunset.

Can I reserve the BBQ area for a private party with my family staying in the park and some visitors?

BBQ's, camp kitchens and recreational areas are shared spaces for all guests to use. You will need to check with Park Management prior to the event to gain approval.

Can I put a Soft Floor Camper Trailer on a site with a concrete slab?

Soft Floor Camper Trailers are permitted on double cement slabs at Holiday Park Management discretion. The sites are concrete, and the flooring must only cover the concrete slab – no mats or flooring can sit on top of any grassed area that surrounds a concrete slab. Tents are only permitted on Tent Sites.

Does the On-Site Accommodation come with linen and kitchen equipment?

Yes, linen is included for the specified number of guests at the time of booking. All kitchen equipment, crockery and cutlery are provided for the maximum number of people allocated to the On-Site Accommodation.

Do I pay for hot showers?

Water and electricity are included in our prices.

Do You Have Free Wi-Fi?

Yes, limitations apply.

Can I purchase extra Wi-Fi?

You are unable to purchase extra Wi-Fi from Reception.

Can my 17yr old and his friends stay without an adult?

Tweed Coast Holiday Parks recommend to Park Managers, that any booking by minors (under 18 years of age) must have a responsible adult present. A responsible adult is deemed a parent or teacher. Typically, an 18-year-old who is part of the booking would not be deemed responsible in terms of answering for behavioural issues that may arise within the group.



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Does the park have Accessible Facilities?

Six of our seven Holiday Parks have accessible facilities containing a shower and toilet for all guests or their visitors to use. Notify park staff if you require access to this. Hastings Point Holiday Park does not offer accessible facilities.

The following parks also have a Cabin with internal accessible facilities:

- Boyds Bay Holiday Park (From December 2018)
- Kingscliff North Holiday Park
- Kingscliff Beach Holiday Park
- Pottsville South Holiday Park

Reservations for these accessible cabins must be made with holiday park reception and are not available to book on-line.

Do you have a Camp Kitchen?

The following parks have camp kitchens complete with a shared fridge, stove cook tops, oven, microwave, toaster and kettle:

- Boyds Bay Holiday Park
- Kingscliff Beach Holiday Park
- Pottsville North Holiday Park
- Pottsville South Holiday Park

All parks offer BBQ facilities to guests.

Do you have a Swimming Pool or Playground in the park?

Boyds Bay and Pottsville North Holiday Park have a Swimming Pool.

The following parks have a Playground within the grounds:

- Boyds Bay Holiday Park
- Fingal Holiday Park
- Pottsville North Holiday Park

Do you refill gas bottles or sell ice?

Tweed Coast Holiday Parks do not refill gas bottles, check with park reception to locate the nearest business that can provide this service.

The following Holiday Parks sell ice:

- Boyds Bay Holiday Park
- Kingscliff North Holiday Park
- Pottsville North Holiday Park

Is the park safe?

Instances of theft can occur due to the open and communal nature of a Holiday Park. To take precautions Tweed Coast Holiday Parks urges all guests to always secure valuables such as wallets and keys. Overnight, it is advised that bicycles, eskies, kayaks, fishing rods etc. are locked up. Should an instance of theft occur, please report it to park reception as soon as possible and contact the Police Assistance Line: 131 444.

Are there Snakes, Sandflies and Mosquitos?

Camping and the outdoors do include all the above however, the holiday parks sell insect repellent at cost price as a courtesy for our clients.

Snakes tend to venture out and about with the arrival of warmer weather and we share these areas with a wide range of animal life, and snakes, just like all our native wildlife, are protected and should be left alone when seen. If you see a snake notify Holiday Park Management.

Local relocation services: Tweed Area



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Tweed Valley Wildlife Carers 02 6672 4789
Reptile Relocation 0428 771 223

What are those birds in the park, they rarely move?

Bush Stone-curlews or *Burhinus Grallarius* are an endangered species. Community members and the Tweed Shire Council staff are working together to protect nesting Bush Stone-curlews in the Tweed. If you see them, please respect their need for space and give them a very wide berth. Contact Tweed Valley Wildlife Carers on their 24-hour hotline if you see an injured Bush Stone-curlew (02) 66 72 4789.

Where is the nearest Patrolled Surf Beach?

For patrol times and beach conditions please refer to [NSW Surf Life Saving - Find a beach](#)

Beach Locations:

- **Boyd's Bay Holiday Park**
 - Kirra (4km)
 - Coolangatta/Greenmount Beach (4km)
 - Rainbow Bay/Snapper Rocks (5km)
- **Fingal Holiday Park**
 - Direct Access from Park
- **Kingscliff North Holiday Park**
 - Direct Access from park
- **Kingscliff Beach Holiday Park**
 - Direct Access from park
- **Hastings Point Holiday Park**
 - Across the road from park
- **Pottsville North Holiday Park**
 - 200m from park
- **Pottsville South Holiday Park**
 - 400m from park

Are there Courtesy Buses to the local clubs and pubs?

Yes, please see [Courtesy Bus Brochure](#)

For paid bus schedules please see [Surfside schedule](#)

Do you hire out kayaks, boats or bicycles?

Bicycles can be hired directly from Boyd's Bay, Kingscliff Beach and Pottsville North Holiday Parks.

Kayaks, boats and stand up paddle boards can be hired from:

[Tweed River Boat Hire](#) in Tweed Heads

[Water Sports Guru](#) in Kingscliff

[Mongoboards](#) 0450 080 566 in Pottsville and Hastings Point

[Caldera Kayak Experience](#) 0423 596 696 in Pottsville and Hastings Point

How Close are you to the Gold Coast Airport?

- Boyd's Bay Holiday Park is an 8min drive via Kennedy Drive and the Gold Coast Hwy
- Fingal Holiday Park is a 14min drive via Fingal Road and the M1
- Kingscliff North and Kingscliff Beach Holiday Parks are a 12-14min drive via Marine Parade and the M1
- Hastings Point Holiday Park is a 21min drive via Tweed Coast Road and the M1
- Pottsville North and Pottsville South Holiday Parks are a 25min drive via Tweed Coast Road and the M1



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How Close are you to the Theme Parks?

Movie World, Dreamworld & Wet 'n' Wild are all approximately a 55 minute drive (depending on traffic) Sea World will take a little longer (1 hour) as it is in the heart of Surfers Paradise.

Variations

TCHP reserves the right to vary, replace or terminate this Policy/Procedure from time to time.