

Welcome to Sunshine Coast holiday parks

The Sunshine Coast Holiday Parks are owned by Sunshine Coast Council and managed by independent contract managers. To ensure that your stay and that of others is safe and enjoyable, please read and observe the following conditions of occupancy.

- 1. Van/motorhome parking:** Please ensure that your drawbar faces outwards to the road to allow prompt evacuation in the event of an emergency. Motorhomes to be reversed onto sites.
- 2. Vehicles and speed limit:** The roads in the holiday park are all shared with pedestrians and motorists. The maximum speed is 8 KPH (walking pace). Please be aware of pedestrians when driving in the park. Only one vehicle per site is permitted and must remain within the allocated site. Please contact Management if you wish to repair your vehicle/van on site.
- 3. Sites:** Fires or naked flames are not permitted in the park – electric or gas BBQs are permitted only. No flammable or dangerous goods are to be stored on sites. Do not peg down tarpaulins or plastic over grassed common areas. Sites are to be left neat and tidy.
- 4. Safety:** The occupant or any other person an occupant invites into the park must ensure the site is safe and without risks to health in accordance with the Work Health and Safety Act 2011, and to a standard acceptable to Park Management.
- 5. Security advice:** While Park Managers do their best to ensure a safe and secure environment, we do recommend that visitors to the park take the precaution of securing items of value left outside their tent, caravan or cabin during the day and overnight. Your property is your responsibility. No refunds or reimbursements will be provided for loss or damage.
- 6. Dogs:** Dogs are welcome at Mudjimba and Coolumb on application. No dogs at other parks.
- 7. Evacuation:** In case of fire or other emergency, please make your way to the evacuation assembly point as shown on the map overleaf. Evacuation procedures are also displayed at reception, amenities buildings and cabins.
- 8. Children:** The park and its facilities are provided for the enjoyment of you and your children. Guests are responsible for their own children at **all** times. Children under 12 must be accompanied by an adult when visiting the amenities, playground and pool areas. Management takes no responsibility for unsupervised children within the park.
- 9. Noise:** The peaceful enjoyment of our park and its facilities by all visitors is important to us. All loud noise must cease between 10pm and 7am. No generators are allowed.
- 10. Garbage:** Please wrap garbage before placing in bins provided. Recycling bins are to be used for designated recyclables only. Large items such as gazebos, fridges, couches and gas bottles are not permitted in garbage bins or to be left at bin enclosures.
- 11. Pool area** (applicable at Dicky Beach and Mudjimba): Children under 12 years of age **must** be accompanied by a responsible adult (not an older brother or sister) in the swimming pool area. **No** glass or alcohol items are to be brought into the pool area. Appropriate swimwear must be worn.
- 12. BBQ area:** Please consider others and clean the BBQs after each use. Please vacate by 10pm.
- 13. Trees:** Please do not tie ropes or lines to trees. Do not climb trees.
- 14. Visitors:** Visitors are welcome while you are present, and their behaviour is your responsibility. Visitors must check in at office before entering the park and are subject to surcharge if staying overnight. Visitor's cars are not permitted in the park.

15. Fauna and flora: Be advised that wildlife live naturally within our Holiday Parks. We ask that guests refrain from feeding wildlife and ensure that food waste scraps are taken to receptacles provided, or if kept within your camping site or cabin, that they are kept in a sealed container. Feeding wildlife encourages unnaturally high populations within our Holiday Parks, which can cause a nuisance to guests and visitors.

16. Bicycles/ scooters/skateboard etc.: Responsible use of bikes, scooters and skateboards are permitted within the park. Management reserves the right to restrict any bike, scooter or skateboard use within our parks that is deemed unsafe or impeding the quiet enjoyment of other guests within the park. Speed limits of 8 KPH apply, helmets are to be worn and no riding of skateboards, bikes or scooters after dark.

17. Fees and booking deposits: A deposit is required at the time of booking and any amount outstanding in connection with your booking may be required in advance or at the time of check-in, unless alternate arrangements have been agreed with Park Management prior to arrival. Any charges incurred after check-in must be paid in full at the time they are incurred. Other conditions may apply.

18. Cancellation/refund:

- 60 days notice required during peak times (Christmas and Easter)
- 28 days notice required during other school holidays, public holidays/long weekends, and special events.
- 7 days notice required during off-peak and shoulder periods
- No refund if customer changes their mind on arrival or departure dates during their stay.

19. Laundry: Laundry equipment must be left clean after use. (Credit Card and QR code available.) If you wish to hang clothes to dry, please use the clothes lines provided (near laundry). Please report machine breakdowns to management as soon as possible. Iron is available on request.

20. Check out: All sites to be vacated by 10am on day of departure. Cabin keys are to be returned to obtain Key Deposit where applicable.

21. Damage: Guest are liable for damage to Council or park property caused by them or their visitors. If any damage is seen or caused, please report to Park Management at your earliest convenience.

22. Dump point: Please empty 'grey' and 'black' water to designated dump points only.

23. No smoking/vaping (Smoke Free Act 2000): Smoking/vaping are not permitted in any of the park buildings or communal areas i.e. reception, laundry, camp kitchens and amenities blocks. No burning incense inside cabins.

24. Behaviour: Management reserves the right to evict guests from the park who are deemed to be:
* Behaving in a socially unacceptable way, including excessive use of alcohol, use of illegal drugs, violence, abuse or causing damage. * Disturbing other guests. * Using unacceptable language.
* Breaking the park conditions of stay. * Having extra persons on any site not declared at check in. No refund will be given and charges will apply for damage caused.

Refer to Sunshine Coast Holiday Parks website for Full Terms and Conditions.

We hope you enjoy your stay with us. Safe travels.

