

Office Hours: Monday to Saturday -- 10am to 5pm Sundays and public holidays -- 10am to 4pm

CHECK IN: Strictly 2pm to 5pm. (After hours via prior arrangements ONLY)

CHECK OUT: Strictly by 10am

- **NO CAMPFIRES OR OPEN FIRES OF ANY TYPE PERMITTED IN PARK AT ANY TIME.**
- **SMOKING - no smoking in cabins, villas, amenities/toilet blocks, laundry, pool enclosure**
- **NO charging of electric cars, e-bikes, e-scooters, or any other type of electric vehicle permitted at any time. (charging stations can be found at both the Information Centre and the Woolworths car park.**

ACCOMMODATION -

- Please choose your accommodation wisely using the information provided on our web sites. There is no provision to change accommodations on your arrival if you are unhappy with what you have chosen.
- Deposit being the cost of the first nights' stay is due within 7 days of booking created.
- Premises within the park are let for short term/vacation purposes only. The maximum number of persons permitted to occupy the booked premises will form part of the booking contract and will be nominated when you make your booking. Persons found occupying the premises over and above the number on the booking may give rise to an additional fee or early termination for breach.
- A valid Visa or Master Card is required on check-in, along with your vehicle registration number.
- We suggest children under 9 years of age, do not use the top bunk. Children should also not play on the top bunk.
- All/any damage, breakages or losses to the property and or furniture/furnishings are to be reported to reception immediately. Any damage not paid for will be charged to your credit card without notice.
- No responsibility is taken for guests' personal property left on the premises
- **PETS** - We are pet friendly (*dogs only*) in our Studio Cabins and on our sites only - NOT in our Villas.
- Accommodation types that are not deemed to be pet friendly must not have dogs in or around these areas.
- Maximum of 2 small dogs.
 - Please refer to our pet rules for further information
- Please notify reception if you are bringing a pet with you prior to your arrival/when booking your accommodation.
- Deluxe Villas are NOT pet friendly and no pets permitted at any time!
- We are only a small park therefore parking is limited. If you intend bringing a boat with you, please phone reception to discuss this matter.

NOISE - restrictions apply between 10pm & 8am. This includes - *and is not limited to* - the use of radios, stereos, socialising, and phones. Functions and parties are prohibited. Causing a disturbance may result in your being asked to leave.

REAR GATE - will be closed by 7pm each night and reopened by 6am each morning. Access at these times will be via the front entrance only.

VEHICLES

- parking is restricted to one vehicle only per site --- any extra guest vehicles - must be parked outside the rear entrance in Roadnite Street or on the Esplanade.
- Visitor vehicles not permitted in park and must be parked outside the park grounds. There is a parking area outside the rear gate.
- Vehicles are to travel at walking pace through the park

VISITORS - must report to park office upon entry and are required to leave the park before 10pm.

- Visitor entry is by walking only. No visitor cars permitted in the park at any time. Visitors not permitted to use the showers or pool without express permission from management (fees apply)

POOL - open between 8am & 7pm daily. Children must be supervised at all times. No visitors to the park permitted in the pool - Guests staying in park only. No Glass or food permitted into pool enclosure. No smoking in pool enclosure. Pool gates must be kept shut at all times. No throwing stones into pool. No running alongside pool edge.

BICYCLES, SCOOTERS ETCETERA - Bikes may be permitted use inside the park under the following conditions -

- **No bikes, scooters, or children playing, permitted in the area from the park's front entrance to the rear of the office area. This area is considered a high-risk zone!** Protective head gear must be worn and be mindful of other people in the park. Bikes/scooters, to be ridden at walking pace only - no racing or skidding on the gravel driveway. Failure to heed these rules may result in confiscation of bike for the remainder of your stay until your departure from the park.

LAUNDRY -

- there are two washing machines and one dryer in the laundry room. Washing machine 1 takes 6x\$1 coins. Washing machine 2 takes either 8x\$1 or 4x\$2 coins. Dryer takes 3x\$1 coins.

FISHING - please gut and clean any fish **before** returning to the park because we have no provisions for this task at the park. Please store your bait in your esky and not in the fridge in your cabin/villa or the fridge in the camp kitchen.

GENERAL -

- Children and teenagers must always be supervised whilst staying in the park. No children/teenagers should be left unsupervised in the amenities blocks or cabins/villas/sites. Any damage caused will be on the onus of the supervising adult and charges may apply.
- Children under 6 years of age must be accompanied to amenities block and toilet.
- Ball games e.g. football and cricket should be played in large open areas, not around villas, cabins, amenities, camp kitchen, or caravan and camping sites.
- We ask you to consider other guests at all times whilst staying in the park.

RISK WARNING - we take no responsibility for any items misplaced, damaged, or left behind. A handling fee of \$15 plus postage costs will be charged, when guests request lost property to be returned by post. It is accepted that all park recreational activities are not free of risk and that park management is not liable for any loss, damage, or injury arising from such activities. On entry, it is also agreed that park management, owners, employees, or agents are indemnified, against all claims for injury, loss, damage, or theft of property. Children must be supervised at all times.

ZERO TOLLERANCE - We have a zero-tolerance policy to loud music, lewd, drunken, drugged, violent, abusive, or offensive behaviour. This also applies to any damage done to park, or other people's property. Anyone behaving in such a manner and or failure to comply with the above rules, may result in penalties being imposed, extra fees charged, and being asked to vacate the premises with no refund for any remaining stay time given.

PET RULES - DOGS ONLY!

PETS NOT PERMITTED IN VILLAS AT ANY TIME!

To ensure all guests have a safe and happy stay --- there are a few rules that apply to your pet:

- Your pet must be registered with your booking prior to arriving. Failure to notify your pet is staying with you, may result in the booking not being honoured and forfeiture of all monies paid.
- Pets must be healthy and free of parasites e.g. worms and fleas
- **Pets are only permitted in Studio Cabins and on your powered sites. Pets must not be allowed entry into any of our Deluxe Villas at any time!**
- Pets are not permitted in the communal areas (including --- reception; amenities; BBQ area/camp kitchen; swimming pool - for health and safety reasons.
- **Pets must be kept on a lead at all times within the park.** Do not allow your pet to roam off lead and approach other guests or their pets without their consent.
- Do not use communal laundry facilities, including sinks, to wash your pet or its bedding.
- Please make sure you clean up after your pet. Mess must be cleaned up immediately and disposed of in the appropriate bins.
- **No pet is to be left unattended, including in caravans, tents or camper trailers at any time!** If you leave the park for any reason, your pet goes with you.
- **Your pet must be supervised** by you at all times.
- To ensure the right to quiet enjoyment is maintained for all guests, please restrict excessive noise

Please remember not everyone is comfortable around pets. Your pet must be on a lead at all times within the park to ensure respect and consideration of other guests staying with us. It is your responsibility to manage your pet.

If the park manager reasonably considers that you have not complied with this policy, or your pet acts in any way aggressive, dangerous, destructive and impacts unnecessarily on the welfare of other guests, or failure by you (the pet owner) to adhere to the park rules as stated above - park managers reserve the right to ask you to vacate the park and terminate your stay, in which case you will not be entitled to any refund for remaining time booked and paid for.

You are liable for and will indemnify Golden Terrace Holiday Park against all loss and damage (including without limitation property damage and personal injury) directly or indirectly arising out of or related in any way to the conduct, acts and omissions of your pet. Golden Terrace Holiday Park reserves the right to apply all fees and expenses associated with any such loss and damage to your account.

