

TOURIST PARK RULES

TORQUAY BEACHFRONT TOURIST PARK

To ensure all guests have the most relaxed and enjoyable stay possible, please respect other people's spaces, privacy and property; and read the following which apply to all guests and visitors:

- **Arrival and Departure** - Check in is at 12noon and all sites are to be vacated by 10.00am on the day of departure. Late departure may be available by prior arrangement – fees may apply. Full fees are charged whenever a site is occupied/made unavailable to others.
- **Behaviour** – Illegal substance use, illegal activity, excessive consumption of alcohol, unacceptable language, disruptive behaviour, and acts of violence/abuse within the park will not be tolerated and will be reported to the Police immediately. Subsequent eviction from the park may occur to offenders.
- **Bicycles, scooters, skateboards** - We consider ourselves a family-friendly park and encourage you to take advantage of the many local cycle ways external to the park and bicycles, scooters and skateboards are welcomed. However, for the safety of riders, riding within the park is only permitted during daylight hours and helmets must always be worn. Riders need to give way to vehicles; pedestrians abide by speed limits and be respectful of other guests right to peaceful enjoyment. Trail, quad or minibikes are NOT permitted within the park.
- **Camp Kitchen** – please follow any operational instructions and keep children away from hot surfaces. Crockery/cutlery is not provided. Food left in the fridge /freezer should be marked with your name and site number. Please observe and abide by the Camp kitchen rules on display within the camp kitchen areas.
- **Children** – parents/guardians are responsible for their children's safety and behaviour and must ensure that persons under 18 years of age (minors) in your party are always accompanied and supervised by a parent/guardian whilst at the park. You acknowledge that there will be third parties present in the park during your stay and that we are not responsible for the acts or behaviour of those parties. It is your responsibility to ensure the personal safety, welfare, and protection of all minors in your party at all times during their stay at the park.
- **Draw bars** - All caravans/camper trailers must have their draw bars facing the front of their site towards the roadway, to allow prompt evacuation in the event of an emergency.
- **Emergencies** – Please make yourself familiar with our evacuation point in case of any unforeseen emergency. In case of emergency, please remain calm and follow instruction from staff. For after-hours emergency only, please call 1300 79 49 29 or 000 in cases relating to FIRE, POLICE or AMBULANCE.
- **Generators** – the use of generators are not permitted.
- **Ground Coverings** - Plastic covers, carpets or mats outside tents, caravans or campervans are not permitted on any lawn area, Shade cloth or similar is welcome.
- **Hygiene** - Guests are to keep their site(s) clean and tidy and use the facilities provided for drying clothes and rubbish disposal.
- **Maximum number of people per site** - A maximum of 6 people, including children and infants, are allowed per site.
- **Noise** – the peaceful enjoyment of our Parks is important to us. Please assist by being considerate to others and restrict noise from radios, televisions, and social gatherings so they are not audible to adjoining sites. The noise curfew in our parks is 10pm. Offensive behaviour or rowdy parties will not be tolerated and will result in the offenders being evicted from the park. Parents are responsible for ensuring their children do not disturb the peace and quiet of other park guests.
- **Open fires / naked flames**- are not permitted in the park or on the beach. This includes any barbecue, stove, fire pit or the like that uses solid fuel such as wood, charcoal, heat beads or other manufactured fuel. (use of gas BBQ is permitted).
- **Park facilities** – Guests must use the park facilities in the proper manner, follow any operational instructions provided and be considerate of all other users (i.e., clean BBQs after use). Wilful and accidental damage to park property will result in the cost of repair or full replacement (if required) being charged to the guest.
- **Pets** – are **not permitted** except for a registered guide, hearing or assistance animal with an identity card.
- **Security** – CCTV is in operation within our parks. Guests and their visitors must always secure their belongings. Park Management accept no responsibility for any loss, theft or damage that may occur to personal property while at the parks.
- **Site size restrictions** - Guests are not to set up annexes/gazebos or any fixture that impedes onto public/beachfront land in front of or behind their site. This includes cars, belongings etc. Annex extensions, additional flyovers and additional tents are only permitted provided they fit 0.9m within the site boundary (allowing a minimum 1.8m separation between each guest). Standard site size is approximately 9m wide x 13m length and includes a concrete annex pad. Smaller grassed sites are available subject to availability.
- **Smoking/Vaping** - is not permitted in any of the park building or structures or within 5 meters of the entrance to any park building/structure and common use area such as picnic tables, BBQs, amenities, camp kitchens or dump point.
- **Speed limit** – Roads with the Park are all shared roadways with pedestrians and riders, observe the speed limits and be aware when driving in the park. You may be asked to leave if you don't adhere to the speed limits.
- **Trees / Wildlife** - Please be aware that trees and limbs can fall without warning with an increased likelihood during storms and strong winds. Do not climb, tie ropes, lines, or tarps to trees. We ask that guests refrain from feeding wildlife, ensure food within your site is kept in a sealed containers and that food waste scraps are taken to receptacles provided.
- **Tree Management** – periodic tree inspections and arborist pruning maintenance works occur within our parks. Whilst every endeavour is made to minimise disruption to guests, these works may result in temporary noisy works and or site relocation.
- **Vehicles** are to be registered at reception on arrival and must be parked in their allocated sites. 1 vehicle only per booked site permitted during the booking and parking permit is to be displayed on the dash whilst inside the park. All other vehicles must remain outside the park grounds. Parking for other vehicles, or personal leisure equipment (e.g., boats, jet skis, motorbikes), is subject to availability and must be approved prior to your arrival. Approved additional vehicles will attract additional site fees.
- **Visitors** – Guests are responsible for their visitor's behaviour. Visitors' vehicles are to be left outside the park. Please ensure all visitors have vacated the park by 10pm unless they have been allocated a booking with reception.
- **Walkways/driveways** - Vehicles, vans, trailers, boats, tarp ropes, temporary clothes lines, personal belongings etc. are not to impede or obstruct public or internal access walkways and driveways and may be towed away if causing an obstruction.
- **Waste Services** – All 'grey' and 'black' water is to be disposed in the designated dump points only. General and recycling waste bins are located throughout the parks for guest convenience; however, cleaning or disposal of fish is not permitted.

The Park Managers, as authorised by Fraser Coast Regional Council, reserve the right to terminate a booking and evict any person contravening these Rules, Council By-laws, Caravan Park & Removable Dwellings Regulations or disrupting the harmonious running of this business to the staff, managers, or owners of this business, without refund.