



# Guest Information

T: 02 4379 9444 F: 02 4341 4855 E: oceanbeach@freespiritresorts.com.au



## Welcome - Please Enjoy Your Stay!

The wish of management and staff is for all guests to be able to enjoy a safe, happy, friendly and relaxing stay whilst at the park. Be considerate of others and ensure your accommodation/site and belongings are kept secure and tidy at all times. Please read the following which applies to all guests, residents or invited guests.

**AFTER HOURS:** For any after hours emergency, please call 02 4341 0149 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 4379 7399.

**AMENITIES:** Are situated throughout the park and are accessible 24 hours for your convenience. All amenities buildings are shown on the reverse side map. All children under 12 years must be accompanied by an adult and be supervised at all times. Please consider others when using these facilities by leaving them in a neat and tidy condition.

**ARRIVAL/CHECK IN:** We look forward to welcoming you any time after 2pm on the day of your scheduled arrival.

**BATH:** A full size bath is located in the special access bathroom at amenities building 1. Keys are available from reception. A security deposit is required.

**BBQ AREAS:** There are several FREE BBQ areas provided throughout the park. Please leave area clean after your use.

**BICYCLES/SCOOTERS/ROLLERBLADES:** These are allowed during daylight hours but guests should observe all the road rules including the wearing of helmets and necessary protective gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. These items are not to be used in the main entrance/exit area and the main street in the park. An in-house licence is needed for all guests to use and enjoy these items within the property. No skateboards are to be used within the park.

**BOOM GATES:** Please use your boom gate ID for entry and exit through the boom gates. These are erected for the safety and security of all guests. Please do not tail through the gate after another vehicle. Failure to comply with this may result in damage to your vehicle and our boom gate. Damage to our boom gate will be the responsibility of the guest.

**BUSINESS:** We understand that from time to time work may interrupt our guests while on holidays, so to ensure your business needs are met swiftly and efficiently, please visit us in reception for your phone messages/fax/photocopying/mail/internet requirements. Unfortunately, messages will not be delivered to guests on site.

**CAFÉ:** Located next door to reception and provides café style meals, takeaway and grocery items including ice, chocolate, cold drinks and more.

**COIN CHANGE:** Available from reception for laundries (during reception hours).

**DEPARTURE/CHECK OUT:** All rooms/sites to be vacated by 10am on the day of your departure. Early departures: should you wish to check out before reception opens, please make alternate arrangements the day before. If you would like to extend your stay (depending on availability) – please do so before 10am.

**DEPOSIT FOR HIRE EQUIPMENT:** Refundable deposits are required for the hire of equipment. Please see reception for details.

**DISHES:** Should be washed in the sinks provided in the BBQ areas. Please do not use the laundry tubs to wash dishes.

**DUMP POINT:** See map for location. Please use our dump point to discard of waste matter from - porta loos, motorhomes or caravan toilets. Please do not empty these in our amenity blocks.

**FIRES:** No open fires are to be lit at any time.

**FOXTEL:** Is available in all our accommodation styles and on ensuite and premium sites.

**GENERATORS:** The use of generators is not permitted after 8pm.

**INTERNET:** Located in reception. This is a non smoking area and is open from 8am to 8pm during summer, 8am to 6pm during low season. Please also be considerate of others who may be waiting. (Fees apply) WIFI (wireless hotspots) is available to all roofed accommodation, premium sites and some tent sites.

**JUMPING PILLOWS:** Open 9am to 6pm daily. See map for location. The use of the jumping pillows is for inhouse guests only. Please observe the rules to ensure safe use. Children must be supervised at all times in these areas. For safety reasons, pillows will remain deflated during inclement weather. No footwear is to be worn please.

**LAUNDRY:** There are 3 laundry blocks located in the park. These have coin operated washing machines and driers for your use. All laundries are open 24hrs for guests with a key. This is available from reception (deposit required). Please do not erect temporary clothes lines on your accommodation/site, they WILL NOT BE PERMITTED. Ironing boards are located in each laundry. Irons are available from reception, a deposit of \$20 applies. Washing powder is available for purchase from the shop.

**MAIL:** Guests expecting to receive mail during their stay please address to: At: Guest Name C/- Ocean Beach Holiday Park Sydney Avenue Umina Beach NSW 2257. Please collect mail from reception.

**MESSAGES:** Phone messages are placed in the pigeon holes in reception and the guest's name is listed on the message board in the reception window.

**PARKING:** Is allocated for most sites/accommodation (one car space per site/accommodation). Please park your vehicle in this allotted position and not on the roadways. (Boats will only be accepted on site providing they fit and are approved by management). Visitors should park their car in the visitor parking area at the front of the property. No visitor cars are allowed in the park.

**PETS:** Sorry, no pets allowed.

**QUIET TIME:** Please be respectful of the enjoyment of others within the park by restricting noise from television, music and social gatherings between the hours of 10pm and 8am.

**RECEIPTS:** Please retain the receipt issued to you on arrival. This validates your length of stay and any bonds/deposits that may be refundable on your departure.

**RECEPTION HOURS:** 8am to 6pm (7 days). Hours extended to 8pm during summer months. Closed Christmas Day.

**REFUND/CANCELLATION:** Details of our policy is available at reception. Please be aware that we are unable to refund any monies for late arrivals, early departures, or in the event of inclement weather.

**RESTAURANTS, BARS, CAFÉ'S:** There are plenty of restaurants/bars/cafes in our area. Please see any one of our friendly staff for our local favourites.

**RUBBISH/RECYCLING:** Can be placed in the large bins positioned near your site. Please assist staff by having your rubbish securely wrapped and placed in bins provided. We also ask for your assistance with our recycling program. Please put the correct items in the correct bins to help us do our bit for the environment.

**SAFETY:** For the safety of all guests, we require that all minors are back at their registered accommodation/site by 10pm. Should children/teenagers be wandering around resort gardens after this time they may be challenged as to their identity and site/accommodation. Adults/parents are responsible for all minors in their care. Groups of young persons are not allowed to congregate in common areas unsupervised or after dark.

**SECURITY:** Please be wary of security. Lock your car and accommodation when you leave them. Management cannot accept responsibility for theft of personal possessions.

**SMOKING:** Please note that smoking is not permitted in any accommodation or in and around the community areas. Please note: A fee (\$200) will be charged for failure to comply with this NO SMOKING policy.

**SPECIAL NEEDS:** Access friendly shower and toilet facilities are located at amenities building 1. Keys are available from reception. A security deposit is required. This facility is also our family bathroom. Beach wheelchair available for hire.

**SPEED LIMIT:** All roads in the park are shared between pedestrian and vehicles. Speed limits are walking pace only.

**SWIMMING POOL:** Our pool hours are 9am to 8pm. Please be aware that there is no lifeguard on duty. Children must be supervised at all times in these areas. The use of the pool is for guests only. Please observe the rules to ensure safe use. Do not take glass containers of any kind into the pool areas. Remember alcohol and water DO NOT mix – so please no alcohol whilst using pool areas. Towels supplied in accommodation are not for pool use. Please supply your own pool towels.

**TENNIS COURT:** Please register your name at reception (fees apply).

**THINGS TO SEE AND DO:** Our reception staff will be happy to assist with any queries you may have.

**TV RECEPTION:** For those on powered sites numbered 13 to 19 and 65 to 95: TV Coaxial Cables are available to improve your television reception. A security deposit is required, these are available from reception.

**TV/GAMES ROOM:** Located at the rear of the reception building as shown on the map. See reception for further details.

**VERANDAH:** Please do not hang laundry on your balcony. For your convenience a clothes airer is provided in all accommodation and coin operated driers are located in the amenities buildings. Key is needed for access and is available from reception.

**VISITORS:** Should be registered on arrival. Registered guests are responsible for their visitors behaviour. Any visitor that stays overnight must be registered prior to staying. (fees apply).

**WATER:** Water restrictions apply to our property which have been issued by our local council. To help us meet these restrictions, please be conscious of your water consumption during your stay and help us where possible to conserve water.

**WILDLIFE:** As cute as they may be, feeding the wildlife can be detrimental to their health. We ask that you not feed any of the animals. Please do not allow anyone to put their fingers inside any of the aviaries as birds may become defensive when approached.

**EVACUATION PLAN:** Please make yourself familiar with our evacuation plan 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 02 4341 0149 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 4379 7399.**

**NOT ALLOWED LIST:** Our list for the not allowed under any circumstances is as follows: NO ILLEGAL DRUG USE, NO EXCESSIVE USE OF ALCOHOL, NO UNDUE MESS AROUND SITE, NO UNREGISTERED OVERNIGHT GUESTS, NO UNDUE NOISE, NO ACTS OF VIOLENCE OR ABUSE, NO SMOKING IN ACCOMMODATION, NO UNREGISTERED VEHICLES, NO 'L' PLATE DRIVERS & NO DRIVING LESSONS TO BE CONDUCTED IN THE PARK GROUNDS.

**\*\*FAILURE TO COMPLY WITH ANY OF THE ABOVE INCLUDING ANY DAMAGE CAUSED TO PARK ACCOMMODATION OR PROPERTY MAY RESULT IN THE GUEST BEING ASKED TO VACATE AND LEAVE THE PROPERTY WITH NO REFUND ISSUED. PLEASE READ OUR REFUND POLICY PRINTED ON YOUR RECEIPT ISSUED ON CHECK IN\*\***

**Note:** Any caravan/campervan leads connected to our power outlets must be 15 AMP tested and tagged! The use of double adaptors is not allowed!

PLASTIC COVERS, CARPETS OR MATS OUTSIDE TENTS OR CARAVANS ARE NOT PERMITTED ON ANY LAWNED AREA. SHADE CLOTH OR SIMILAR IS WELCOME.

[www.oceanbeachholidaypark.com.au](http://www.oceanbeachholidaypark.com.au)