



Please find below our Cancellation Policy and Park Rules.

CANCELLATION POLICY

- No show or cancelling on day arrival – NO REFUND will be given.
- Early departure (irrespective of the reason) – NO REFUND will be given.
- NO REFUNDS will be given to persons evicted from the Park as a result of breaching the Park Rules.

Villas and Cabins:

- Cancelling a Villa/Cabin booking you will be refunded the amount paid less a \$40.00 administration fee.
- Cancelling a Villa/Cabin less than 7 days before arrival, **ONE night's accommodation is kept** with the balance being refunded.
- **Cancelling** a Villa/Cabin **less than 72 hours** prior to arrival date **NO REFUND** will be given.
- **During Christmas, Easter and Qld School Holidays if cancelling Villa/Cabin one night's accommodation is kept balance refunded.**
- **Cancelling less than 10 days prior to arrival NO REFUND is give**

Tourist Sites:

- More than 72 hrs notice before expected arrival for Tourist Sites you will be given a refund less a \$40.00 administration fee for more than one night booking.
- **Cancelling** a one-night stay on Tourist Site and it is **within 72 hours** of stay **no refund** is given.
- **During Christmas, Easter and Qld School Holidays if cancelling a Tourist Site/Fully Grassed Site one night's site tariff is kept and balance refunded.**
- **Cancelling less than 10 days prior to arrival NO REFUND is given**



Ocean View

Caravan & Tourist Park

GENERAL PARK RULES

- Office Hours: 8.30am to 5.00pm, closed Christmas Day. We are available after-hours for emergencies.
- Check in 12pm - 5.00pm, Monday to Saturday
- Check in 11am – 1:00pm Sundays
- Check out by 10am
- Early/Late departure may be granted upon request, fee will apply.
- If you are intending to extend your stay, please make a request to the office as soon as possible.
- In the interest of safety, the speed limit is walking pace - 10 km/hr - throughout the park at all times.
- **Smoking is not permitted in the Park buildings including the Function Room, Camp Kitchen, Amenities and Laundry.**
- Fires are not permitted within the grounds of the Park.
- Please keep your Veranda or Site tidy and all your possessions within your site boundary. No unsightly accumulations please.
- All rubbish must be bagged before placing into the bins provided. Please use the recycling bins for glass, plastic and cardboard whenever possible. Thank you for breaking down cardboard boxes.
- Clothes lines are available at the laundry. For the safety of all guests, no string/rope style clothes line are to be erected on your site or accommodation.
- Quiet time is between 10:00pm and 7:00am. Excessive noise or disruptive behaviour will not be tolerated and may result in eviction with no refund.
- Trees around the park are inspected regularly, however trees and branches may still fall from time to time. Persons entering the park do so at their own risk. No responsibility will be accepted for personal or property damage caused by falling trees or branches. Trees, shrubs and gardens are not to be pruned by guests.
- All persons enter the park at their own risk and are responsible for their possessions and vehicles.

CHILDREN

- Children are always most welcome and for their safety must be supervised at all times by a responsible adult.
- Children should be accompanied by a responsible adult in all Park Buildings including the Camp Kitchen, Amenities, and Laundry.
- Scooters, Bicycles and Roller-Blades are welcome in our Park, however helmets should be worn at all times. Such equipment should not be used after dark.
- Parents/Guardians are solely responsible for any and all personal injuries and/or property damage or losses in relation to any actions caused by or because of their child(ren).
- Ocean View Caravan and Tourist Park accepts no responsibility or liability for injuries to your children.



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SITES

- One car per site.
- One van and annex, or one tent depending on size per site.
- Only open weave, specialty annexe matting to be used on grass, ie no close weave matting please.
- All Caravan and Motorhome toilet cassettes MUST BE EMPTIED IN THE DESIGNATED DUMP POINT ONLY. A \$100 fee will be charged immediately if waste is disposed of in toilets or down drains, and the balance of the fee for a Technician assessing the damage to the Sewerage Treatment Plant (STP) will be passed on to you. Any further costs to repair the STP will also be your responsibility.

VILLAS AND CABINS

- Please leave your accommodation in a tidy condition. A cleaning surcharge of \$100 may be applied to any rooms left in a dirty or untidy state.
- **All dishes, pots pans etc must be washed with hot soapy water, and returned to cupboard, if not a \$50 cleaning charge will apply**
- **The inside of Villas and Cabins are strictly NON-SMOKING.**
- Villa and Cabin veranda's are designated smoking areas – please close the door to the cabin or villa and appropriately dispose of cigarette butts.
- No washing to be hung over veranda rails or wires. Clothes lines available next to Laundry.
- Children under the age of 9 years are not permitted to use the top bunk.
- Children are not to play on the top bunk or veranda balustrade rails or wires. Damage incurred will be charged to guest.
- One car per Villa or Cabin.

LAUNDRY Provided for your Convenience

- Washing Machines - Please ensure nothing is left in machines and please wipe out after use and remove anything left in bottom of machine in consideration of next user.
- Dryers - Please remove lint from filters.

CAMP KITCHEN AND BBQ's

- This facility is available for all guests and is equipped with an electric cook top, microwave, BBQ, toaster, kettle, small refrigerator and hot water.
- The Gas BBQ is for your use and convenience, however out of consideration for other guests, please clean after using.
- Please line the BBQ with foil if cooking kebabs.
- Gas Bottle Empty? please see office staff or telephone 07 5494 1171 for replacement

The logo features a stylized sun with rays rising over three wavy lines representing water, all enclosed within a circular frame.

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WATER

- We are on tank water so please ensure all taps are turned off.
- Hoses are not to be used for washing of cars or caravans, or watering gardens.
- Please report any leaks ASAP. (after hours is fine)

VISITORS

- **Visitors are welcome but MUST be registered at reception prior to entering the park – no exceptions.**
- **Visitors cars must be left in the Visitor's carpark near the office.**
- Guests and Residents are responsible for their Visitors.
- Visitors staying overnight on a *site* attract a fee of \$15 per adult and \$10 per child, per night, and must be notified and paid to Management immediately it becomes known to you. The fee for visitors staying in a *Villa or Cabin* is \$20 per person, per night.

PET POLICY

Pets by prior arrangement are welcome at our Park. Please see our Pet Policy for further details.

Please be aware that pets are not permitted in our Villas or Cabins, or on the veranda's or in the carpark of the villas or cabins thank you.