

Guest information

Please take the time to read, understand and adhere to these guidelines to ensure that everyone enjoys their stay:

Welcome to rac monkey mia dolphin resort. The following provides basic information for your stay. For any other information not covered here, please see reception. All guests are requested to observe the instructions displayed around the property and to abide by any direction from management.

Arrival/departure

Check in is available from 2pm on the day of your scheduled arrival, unless prior arrangements have been made with management. All Rooms/ sites to be vacated by 10am on day of departure. Should you Wish to check out before reception opens or extend your stay, please Contact reception.

Amenities

Amenities blocks are located throughout the property. Please see map for locations. Children under 12 years of age must be accompanied by an adult and supervised at all times. Please consider others when using these facilities by leaving them in a neat and tidy condition. Facilities are cleaned daily cleaning times displayed at the entrance to each block.

Bbq areas

Guest bbq areas are available throughout the property for your convenience and are marked on the park map. Please remember to leave the area clean after use. Please note that open fires are prohibited at the property.

Beach access

Access to the beach is via designated pathways and access points at all times. Please refer to the site map for the location of these access points.

Bikes and scooters

Bikes and scooters can be used throughout the property as long as protective gear and helmets are worn. Please ensure that road rules are observed and that they are not ridden at the main entrance/exit area. Children must be supervised at all times and usage is to be limited to daylight hours only. Pedal karts are available for hire from the general store.

Camp kitchen

Camp kitchens are available for use by all guests. Guests are asked to Consider others when using these facilities and to clean the area after use. Cutlery packs are able for hire from reception.

Cctv

Please be aware that surveillance cameras are used within the property.

Clotheslines

Clotheslines are available throughout the property. Please see map for Locations. We request that temporary clotheslines are not erected.

Emergency assembly point

To ensure the safety of all guests, we request that you familiarise yourself With our emergency assembly area as marked on the map. In case of Emergency, please remain calm and follow instruction from staff.

Dump point

A dump point is available for the use of guests. Please consult map for location.

Guests or visitors responsible for damage to buildings, plant or equipment at the property will be liable for all costs to repair or replace these assets. Any recreational pursuits practiced in the property will be at the guests or visitors own risk. It is agreed by all guests and visitors that as a condition of entry to the property, they will abide by the above rules. Management have the right to evict any persons in the property who do not abide by these rules or cause disruption, damage to property, or injury to others, with no refunds given.

Fish cleaning

Fish cleaning is only to be undertaken in the designated fish cleaning area. In the interest of other guests, please ensure that the area is left clean and free from offal. Please dispose of offal in freezer provided.

Generators

The use of generators is not permitted.

Laundry

Laundry blocks are provided around the property for guest use. Please see guest map for locations. Machines are coin operated, and change is available from reception during operating hours. Washing powder is available for a small charge from the general store.

Internet

Wifi is available throughout the property providing complimentary access to guests (1gb/ 24 hours). Please be aware that some black-spots occur at various locations around the property. Additional data is available for purchase.

Network: racquest, WI -FI password: dolphins

Motorbikes and quad-bikes

No unlicensed motorbikes or quad-bikes are to be ridden in the property or surrounding areas (please refer to local council for designated areas and rules).

Noise

Please be respectful of other guests within the park by restricting noise from television, music & social gatherings between the hours of 10pm & 8am.

Parking

One car is permitted per reservation. Should additional parking be required, please notify reception prior to your arrival to check availability.

Pets

Dogs must remain on a lead and under control at all times. They must not be left unattended. Pet bond will be forfeited for any damage or disturbance.

Recreational areas

Please note that children under 12 years must be accompanied by an cutlery packs are able for hire from reception adult at all times in our recreational areas. No sharp objects, glass or alcohol are permitted in these areas. Pool rules are displayed at the gate before entry.

Rubbish

All areas are always to be kept clean and tidy. Rubbish (including cans, bottles, plastic, paper) is to be tied in a plastic bag before disposing in the bins provided. No rubbish is to be dumped or left on foreshore areas.

Security

While management do their best to ensure a safe and secure environment, we do recommend that visitors to the property take the precaution of securing items of value.

Smoking

Please note that smoking is not permitted in any accommodation, amenities or common areas.

Speed limits

All roads in the park are shared between pedestrian & vehicles. Speed limits are restricted to 8km/per hour (walking pace) at all times.

Stormwater management

Uncontrolled stormwater drainage from the resort has the potential to negatively impact marine species as it can transport rubbish, sediment and nutrients into the marine environment. Stormwater management drains have been installed on the property to contain stormwater and prevent it flowing to the foreshore area and into the marine environment.

Tour desk

Our reception staff are only too happy to assist with any queries you may have about tours and activities available in the area.

Tv reception for campers

Tv aerial cables are available for purchase at reception to plug in to the campsite powerheads.

Visitors

Please be aware that any visitors that you invite to the park must adhere to the properties condition of entry and will be the responsibility of the guest. Visitors may leave their car in the guest car park and must be offsite by 10pm.

Water

Please be aware that bore water is used for reticulation only. Drinking water is available through all taps fitted throughout the park, however due to water restrictions, no washing of cars, boats and/or trailers is permitted in the park. Please contact reception if you would like to fill any tanks.

Wildlife

Please do not feed the wildlife as food can be detrimental to their health and behaviour.

Operating Hours

Reception	8am-8pm
Boughshed	7am-8pm
General Store	8am-6pm
Monkey Bar	4pm-10pm

Reception phone 9948 1320

If the office is unattended or you have an emergency, please call 0477 133 884