

# Guest information

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

Welcome to RAC Cervantes Holiday Park. 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 with approximate cleaning times displayed at the entrance to each block.

## BBQ areas

Guest BBQ areas are available throughout the park for your convenience and are marked on the park map. Please remember to leave the area clean after use and ensure gas is switched off at the bottle where applicable. Please note that open fires are prohibited at the property.

## 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.

## Camp kitchen

A camp kitchen is available for use by all guests. Guests are asked to consider others when using this facility and to clean the area after use.

## CCTV

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

## Clotheslines

Clotheslines are available throughout the park. 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

Dump points are available for the use of guests. Please consult map for locations.

## 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.

## Generators

The use of generators is not permitted.

## Laundry

Laundry blocks are provided around the park 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 reception.

## Internet

WIFI is available throughout the park providing complimentary access to guests. Please be aware that some black-spots occur at various locations around the park. Reception can provide guests with a complimentary access code upon request.

## Motorbikes and quad-bikes

No unlicensed motorbikes or quad-bikes are to be ridden in the park 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 and trailer 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 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 to be kept clean and tidy. Rubbish is to be tied in a plastic bag before disposing in the bins provided to restrict flies and ants.

## Security

While Park Managers do their best to ensure a safe and secure environment, we do recommend that visitors to the park 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.

## 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 off-site by 10pm.

## Water

Please be aware that bore water is used at the park. Due to water restrictions, no washing of cars, boats and/or trailers is allowed in the park. Please contact reception if you would like to fill any tanks.

## Wildlife

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

**Reception is open between the hours of 8am and 6pm. If the office is unattended or you have an emergency, please contact 0400 348 560.**