Ingenia Holidays
TORQUAY

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- Unpowered Sites
- Powered Sites
- Cabins
- Annual Sites
- Airstream
- Dump Point
- Fire Service Water Hydrant
- Emergency Assembly Point
- Defibrillator
- Rubbish
- Reception
- Amenities
- Disabled Access Bathroom
- Baby Bathroom
- Laundry Facilities
- Camp Kitchen
- Clothes Line
- BBQ Facilities
- Playground
- Tennis Court
- Mini Golf
- Games Room
- Swimming Pool
- Jumping Pillow
- Dog Run
- Fire Hydrant Tank
- Fire Extinguisher
- Fire Blanket
- Fire Hose

After hours emergency phone number 0457 224 855

CONDITIONS OF STAY & PARK RULES

The following guidelines are for your safety and comfort as well as our other guests. Please read them carefully.

1. **RECEPTION HOURS:** 8:30am – 4:30pm 7 days including public holidays.
2. **CHECK-IN/CHECK-OUT:** Site fees are calculated until 10:00am on the day of departure
   Cabin check in 2:00pm – Check out 10:00am (Check in 3:00pm during peak periods)
   Sites check in 12:00pm – Check out 10:00am
3. **SITES & FEES:** All fees are to be paid in full upon arrival. NO refunds. Extra person charges may apply. Only 1 vehicle per cabin/site allowed.
4. **BOOKINGS:** Security – A credit card must be produced in the name of the person staying at the Park on check in. Any damage caused by you or your guests during your stay may be charged against that card.
5. **SPEED LIMIT:** The speed limit in the park is **5 km/h** WHICH IS WALKING PACE and applies to the entire park, if you exceed this it will be brought to your attention. If you exceed this again you will be asked to leave the park. ALL roads within the park are shared by pedestrians and motorists.
6. **CARAVANS AND TRAILERS:** All vans and trailers must be placed onto the site so the drawbar, as approved by the registration, is facing the road or access so immediate removal can be undertaken in the case of an emergency.
7. **KEYS:** Keys to be returned to reception or placed in the early departure key box when departing. A charge will apply for unreturned keys.
8. **CHILDREN:** Guests are responsible for their own children at all times. Children under 12 MUST be accompanied by an adult when using the amenities, playground and pool areas. Management takes NO responsibility for children unsupervised within the park. No minors out after 9:00pm
9. **BUNK BEDS:** Australian Standards relate to the use of bunk beds and state that: "Children under the age of 9 years are not recommended to use the top bunk. Also children must not play on the top bunk."
10. **PLAYGROUND AND JUMPING PILLOW:** Open from 8:00am – Sunset. Use of playground equipment when wet is STRICTLY PROHIBITED. Children under 12 year of age MUST be supervised by a responsible adult. Management takes NO responsibility for children who are unsupervised. Visitors of guests must pay a fee of $15.00 per person.
11. **POOL AREA:** Open 9:00am – dusk. Children under 12 years of age MUST be accompanied by a responsible ADULT (not an older brother or sister) in the swimming pool area. NO glass or alcohol items are to be brought into the pool area. The pool is for the use of guests only. Visitors of guests must pay a fee of $15.00 per person. Appropriate swimwear MUST be worn. NO diving, bombing or running. Management takes NO responsibility for children who are unsupervised.
12. **KITCHEN/BBQ AREA:** BBQ area closes at 9:00 pm and kitchen area closes at 9:00 pm. Please clean barbecue after use. Please clean tables, benches, appliances and equipment after use and leave tidy for the next guests.
13. **BICYCLES / SCOOTERS ETC:** Helmet must be worn, and riding is allowed during daylight hours ONLY and on roadways ONLY. Bicycles must be ridden at the designated speed limit of the park.
14. **AMENITIES:** Children under 12 years of age MUST be accompanied by an adult. Hand basins and laundry tubs are NOT to be used to bath children, clean fish or wash dishes.
15. **LAUNDRY:** Laundry equipment MUST be left clean after use. $1.00 and $2.00 coins needed for use ($6.00 per load). If you wish to hang clothes to dry please use the clothes lines provided (near laundry). The placing of ropes between trees, power points, etc. is NOT allowed. NO children, fish cleaning, saucepans, crockery, boots, etc. to be washed in laundry sink. Please report machine breakdowns to management as soon as possible. Iron is available at both laundries.
16. **QUIET TIME:** All loud noise MUST cease from 10:00pm till 8:00am. NO noise after 10.00pm. Use of generators is NOT permitted. Undue noise and inconsiderate behaviour in any form is NOT permitted. Abusive language or excessive noise will NOT be tolerated at any time.
17. **SPECIAL REQUESTS:** Are on request basis only and are not guaranteed at the time of booking.
18. **GARBAGE:** Garbage bins are provided throughout the property for your convenience. Please assist by wrapping all garbage prior to its disposal and unfolding boxes, cartons etc. Please place only recyclable materials into the recycling bins.
19. **PARK GROUNDS & GARDENS:** Please DO NOT walk or play in designated gardens. Please DO NOT enter or play in restricted or private areas.
20. **VISITORS:** ALL visitors to report to reception before entering the park. ALL guests and visitors must comply with park rules. Patrons are reminded that they are responsible for their children's and visitors' observance of the park rules.
21. **FIRES, FLOORING & TRENCHING:** Open fires are NOT permitted at any time. Flooring and tarps are NOT permitted on grass sites. Trenching around tents or annexes is NOT permitted.
22. **CARE:** Care must be taken of your own possessions. Your property (including your motor vehicle) is your responsibility. Management takes NO responsibility for theft or damage. NO refunds or reimbursements for loss or damage will be given.
23. **INTOXICATION / UNLAWFUL ACTS:** Excessive use of alcohol is an unacceptable condition of stay. Violence, use of illegal drugs, theft, vandalism and abuse (physical or verbal) will NOT be tolerated. Please understand it will be our duty to notify the police and will result in the termination of your stay. Alcohol free areas include the Games Room, Pool Area and Amenities.
24. **We reserve the right to evict guests from the park who are deemed by management to be: • Behaving in a socially unacceptable way • Causing damage • Disturbing other guests • Using unacceptable language • Breaking the Park Conditions of Stay. • Having extra persons on any site that were not declared at check in. NO refund will be given and charges will apply for any damage caused.**
25. **EVACUATION PROCEDURE:** Displayed in reception, amenities buildings, games room and in cabins.
26. **SMOKING** (*Smoke Free Act 2000*) – Smoking is prohibited in cabins, buildings and communal areas. A $200 fee will be applied to your credit card with failure to comply with this NO SMOKING policy.
27. **PARKING** Provision in made for one vehicle per site. Additional vehicles and visitors can park in the visitor's car park.
27. **BOOM GATES** Boom gates operate automatically. For guests safety, please do not walk underneath them at any time.