

- Powered Sites
- Unpowered Sites
- Powered Ensuite Sites
- Bel Air Retro Caravan
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- Swimming Pool
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- Camp Kitchen
- Shop & Tour Bookings
- Giant Chess
- Jumping Cushion



GUEST REGISTRATION AND AGREEMENT BETWEEN

You and INA Operations Trust #3 trading as (Ingenia)

- 1. CONDITION OF OCCUPANCY:** All guests and visitors must comply with all terms, conditions, site rules, signage and instructions from management.
- 2. RECEPTION HOURS:** Reception Hrs 9am to 6pm Reception Days Monday to Saturday. Reception Hrs 9am to 5pm Reception Days Sunday and Public Holidays
- 3. CHECK-IN/CHECK-OUT:** Unless otherwise signposted, Cabin / Site fees are calculated from 2:00pm on the day of arrival to 10:00am on the day of departure.
Cabin check in 2:00pm – Check-out 10:00am. Sites check in 12:00pm – Check-out 10:00am
- 4. DAMAGE TO PROPERTY:** Guests are responsible for any loss or damage to Ingenia's property including appliances, furniture, keys and fixtures on the site or in the accommodation.
- 5. SITES & FEES:** All fees are to be paid in full upon arrival. Extra person charges may apply. Only 1 vehicle per cabin/site allowed. Charging of electric vehicles only at designated EV Charging Stations.
- 6. BOOKINGS:** 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. The guest authorises Ingenia to be able to deduct any outstanding costs (including damage) from their given credit card as required.
- 7. NUMBER OF GUESTS:** Occupancy must not exceed the number of guests declared at registration. Any changes must be advised to Management, and additional charges apply for extra guests.
- 8. 3RD PARTY PAYMENTS:** If a booking is made on behalf of a business or company, the Guest remains responsible for all accommodation charges if the third party fails or refuses to pay.
- 9. PHOTOGRAPHY/CCTV:** CCTV operates in the park for security purposes. Guests and/or their children may be photographed during their stay for marketing purposes. Please advise the photographer at the time if you do not wish to be included.
- 10. SPECIAL REQUESTS:** All requests are taken on a case by case basis only and are not guaranteed at the time of booking. All efforts will be made to accommodate any special requests.
- 11. EVACUATION PROCEDURE:** Procedures are displayed in common areas of the property, including reception. In case of evacuations, follow all procedures and evacuate in a timely manner to the relevant safe area or evacuation assembly area. Please follow all instructions given by Ingenia representatives and emergency services personnel.
- 12. SMOKING:** Smoking is prohibited in all cabins, buildings, communal areas and where signposted. A \$200 fee will be applied to your credit card for failure to comply with this condition.
- 13. KEYS:** Keys are to be returned to reception or placed in the early departure key box when departing. Charges apply for unreturned keys.
- 14. CHILDREN:** Guests are responsible for children in their care at all times. Children under 12 must be supervised by a competent adult when using the amenities, facilities, playgrounds and pool and wet areas. Management takes no responsibility for children who are unsupervised.
- 15. BUNK BEDS:** Guests will observe the Australian Standards relating to bunk beds. Children under the age of 9 years are not permitted to use the top bunk. Children must not play on the top bunk.
- 16. VISITORS:** All visitors are required to report to reception before entering the park. All guests and visitors must comply with the terms and conditions and specific park rules. Guests are reminded that they are responsible for their children's and visitors' compliance with park rules.
- 17. QUIET TIME:** All loud noise must cease between 10:00pm and 7:00am. In consideration of others, no noise is permitted after midnight. The use of generators is also not permitted. Undue noise and inconsiderate behaviour in any form is not permitted. Abusive language and/or excessive noise will not be tolerated at any time.
- 18. INTOXICATION / UNLAWFUL ACTS:** Excessive consumption of alcohol is not permitted. Violence, use of illegal drugs, theft, vandalism and abuse (physical or verbal) will not be tolerated. If any of this behaviour occurs, we will notify the Police and terminate your stay. Unless otherwise signposted, alcohol-free areas include all pool areas, playground, games room and amenities.
- 19. SPEED LIMIT:** The speed limit in the park is 10 km/h (unless otherwise signposted) and applies to the entire park. If you exceed the limit, it will be brought to your attention and should you choose to exceed the limit again, you will be asked to leave the park. ALL roads within the park are shared zones for pedestrians and motorists.
- 20. CARAVANS AND TRAILERS:** Wherever possible, all vans and trailers should be placed onto the site so the drawbar, as approved by the registration, is facing the road so immediate removal can be undertaken in the case of an emergency.
- 21. 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.
- 22. PARK GROUNDS & GARDENS:** Please do not walk or play in designated gardens. Please do not enter or play in restricted or private areas.
- 23. FIRES:** All personal braziers and/or fire pits brought into the property must first be inspected and approved by site management. Fires are only permitted in designated areas and when weather allows. No other open fires or flames are permitted. Keep firefighting equipment near the fire and follow all relevant signage and guidelines.
- Failure to do so may result in termination of occupancy.
- 24. FLOORING & TRENCHING:** Flooring and tarps are not permitted on grass sites. Trenching around tents or annexes is not permitted.
- 25. KITCHEN/BBQ AREA:** Please clean barbecue after use. Please clean tables, benches, appliances and equipment after use and leave tidy for the next guests. Goods stored in kitchens or fridges at owner's risk. All food must be labelled. Items without labels will be disposed. No Alcohol or Bait permitted in fridges. Please ensure (if applicable) gas valve is closed after use.
- 26. PLAYGROUND/JUMP PAD:** Open from 9:00am to sunset for Jump Pad and 8am for Playground unless otherwise signposted. Use of equipment when wet is strictly prohibited. Children under 12 years of age must be supervised by a competent adult. Management takes no responsibility for children who are unsupervised.
- 27. POOL AREA:** The pool is open from 7:30am – 6:00pm for the use of guests and their visitors only. No Lifeguard on Duty at this Park. Children under 12 years of age must be actively supervised by a competent adult whilst in the swimming pool area.
0-5 years age or non-swimmers within arm's reach;
6-10 years age & weak swimmers be close and maintain constant visual contact;
11-14 years age maintain visual contact.
Infants not toilet trained should wear tight-fitting, waterproof pants at all times. No glass or alcohol items (unless otherwise signposted) are to be brought into the pool area. Appropriate swimwear must be worn. No diving, bombing, or running in the pool area. Management takes no responsibility for children who are unsupervised.
- 28. BICYCLES/SCOOTERS, (INCL ELECTRIC) ETC.(Child only):** Prior to riding any bikes in the Park, please obtain a Bike Licence from Reception. Riding of bikes/scooters etc. is allowed during daylight hours and on roadways only (not across sites or on footpaths, grass banks, gardens and around the amenities block). Bicycles, scooters and other similar equipment must be ridden at no more than 10km/hr and must give way to vehicles at all times, keeping clear of other riders, pedestrians and park guests. Helmets must be worn at all times. Children should be supervised by a competent adult at all times. Management takes no responsibility for children who are unsupervised.
- 29. WRISTBANDS (Child only):** (During peak periods) Your allocated wristband must be worn and visible at all times. Access to facilities will not be granted if no wristband is visibly worn.
- 30. RECREATIONAL ACTIVITIES:** Management warns all residents, guests and visitors that some recreational activities (and use of equipment in or around the site/park) may result in harm or personal injury. Persons who engage in such recreational activities, do so at their own risk. Management are not liable for any injury or loss whatsoever associated with such pursuits.
- 31. REPORTING OF INCIDENTS:** All incidents on site must be reported to the Site/Park manager as soon as possible, including personal injuries and any damage to property, plant or equipment.
- 32. SECURITY:** Guests are responsible for the safety and security of their personal items and should ensure all vehicles, valuables and personal items are appropriately stored and/or secured to prevent loss or damage. The park takes no responsibility for items lost or stolen or damaged during the occupancy. No refunds or reimbursements will be provided for loss or damage.
- 33. PLANT AND EQUIPMENT:** Please report machine breakdowns and/or defects to Management as soon as possible.
- 34. AMENITIES:** Children under 12 years of age must be accompanied by a competent adult. Hand basins and laundry tubs are not to be used to bath children, clean fish or wash dishes. Please use facilities provided for these actions. Please be respectful of fellow guests & keep the amenities clean.
- 35. LAUNDRY:** Laundry equipment must be left clean after use. If you wish to hang clothes to dry please use the clothes lines provided. The placing of ropes between trees, power points, or any other areas is not allowed. Laundry is not to be used for fish cleaning, dish washing, child bathing.
- 36. ANIMALS:** A Pet Policy must be signed for all pets in the park. Pet-friendly sites and cabins subject to availability and dependant on time of year and size of animal. Please contact the park for details regarding access with animals. Medically certified assistance dogs are always welcome. All animals must be on leash at all times when present in the park and all waste must be picked up in a bag and disposed of in a bin. Additional cleaning fees will be charged in management's absolute discretion. Animals are not permitted in the Pool, Games, Dining or Recreation Rooms, Camp Kitchens or Amenities. Pets must never be left attended. Barking or aggressive behaviours are not tolerated. All decisions regarding pets are at the Manager's discretion.
- 37. CANS & BOTTLES:** Cans and bottles to be disposed of into "Containers for Change" receptacles. Donations will be made to the charity of Manager's choice. No scavenging in bins.
- 38. TERMINATION OF AGREEMENT / EVICTION:** Management may evict guests without compensation for breaches of these Terms and Conditions including inappropriate or unlawful behaviour, damage, disturbance to others, antisocial behaviour, undeclared guests, illegal substances, theft, or any breach of applicable laws.
- 39. GOVERNING LAW:** This agreement shall be governed by the laws and in the courts of the state in which the accommodation is provided.