

Rules & Policies

All patrons are requested to read and observe the following park rules & conditions. Some rules may have recently changed, please see the website for the most up to date version of the park rules. rainbowbeachholidaypark.com.au

Park Rules & Policies

Office Hours

8:00am - 6:00pm daily, however these may vary in busy periods

Arrival & departure

Check-in time: Sites 12:00pm & Cabins

2:00pm

Check-out time: Sites & Cabins 10:00am

Cabins & Sites

Unfortunately we cannot guarantee a particular numbered site or cabin.

New Arrivals

New arrivals & guests must report at reception before entering the park.

Vehicles

We permit 1 car and 1 trailer or van per site. If you have additional vehicles that you wish to park on site (only in off-peak times) and additional fee will be charged.

General

We require a minimum stay over holiday periods. Please see reception or the park website for further information.

Prices subject to change without notice.

Park Management reserves the right to evict any person who fails to obey the park rules.

Any person found to be damaging park property or that of other guests will be evicted from the park & will be held responsible for repair costs. Additional cleaning costs are applicable if cabins are not left in a clean & tidy state when you check-out.

Your site

Please keep your site tidy & use the facilities provided for washing clothes, drying clothes, discharge of sullage water & rubbish disposal. Everyone appreciates a well kept site, so please remember that we do not allow trenches to be dug in the park, under any circumstances.

No generators permitted in the park.

No unpowered camping within 20 metre of powered sites.

No permanent hose hook up the unpowered sites.

Boom gates

Misuse of the boom gates (this includes allowing other vehicles, other than your own into the park) & amenities block security pin pads will result in eviction from the park. No refund will apply.

Speed Limit

In the interest of safety, the speed limit throughout the park is walking pace only, not exceeding 8kph.

Children

Children must be accompanied by an adult when visiting the showers & toilets. Use of bunk beds remains the responsibility of the parent/guardian at all times.

Bicycles, scooters & skateboards

We consider ourselves a family friendly park where bicycles, scooters & skateboards are permitted. However, it is essential that safety equipment is worn at all times & not to be ridden after dusk or in communal areas.

BBQ & Camp Kitchen

BBQ/Camp kitchen facilities are available in areas of the park for your use. Please keep these areas clean.

Tree Risk

We have many trees in our park that drop branches & debris. Staff are continually pruning to reduce the problem. Major contract pruning is also carried out twice yearly to further reduce the risk. We cannot accept any responsibility whatsoever for personal injury or damage to personal property from falling branches or debris.

Fires

Fires are not permitted on the ground in the caravan park. Small self-contained fires off the ground are permitted. Braziers are available for hire from reception. All rubbish must be put in bins not in your fire (this includes cans & bottles). Please put any ash around trees.

Noise & Behaviour

In the interests of all guests enjoying their stay, we ask that excessive noise is ceased by 10pm. Music & TVs should not be audible to adjoining sites. Parents are responsible for ensuring their children do not disturb the peace & quiet of other park guests.

Rubbish

Please place all garbage in the bins provided.

Pet Friendly Policy

To ensure that you enjoy your stay with all of our other guests, all dog owners take full responsibility for their dog & ensure they do not disturb other guests when on the property. **Please read the information below to ensure you & your dog can meet the following conditions:**

A maximum of only two (2) dogs are permitted per booking.

Dogs are permitted on all unpowered & powered camping sites at the park, & in our designated pet friendly cabins.

Please enquire with the Park prior to making your booking to ensure our Pet Friendly cabins are available. Bookings in our Pet Friendly cabins will incur a \$30 (min) cleaning surcharge.

Dogs must be supervised at all times & never left unattended, including inside tents, vans, designated pet friendly cabins or any other accommodation.

When in the park, dogs must be kept on a leash & under your control at all times.

Dogs are not permitted in cabins (excl. designated pet friendly cabins) or in any communal areas (e.g. camp kitchen, amenities blocks, etc).

Owners are responsible for cleaning up after your pet, which includes toilet duties too.

For health & safety reasons, dogs must not be washed or cleaned anywhere within the park. Any dog related accessories such as dog blankets should not be washed or cleaned within the park e.g. laundry, washing machines, bathing dogs etc.

All dog owners, whether you have expressly agreed or not, assume all liability regarding your dog being on our premises & indemnify us against all & any damages, all & any claims or other suits that may arise as a result of your dog being anywhere in our caravan park.

Park Management reserves the right to evict & withhold any refunds from guests whose dog is deemed noisy, disruptive & aggressive, or is the subject of a complaint/s from other guests.

Emergency contacts

Police/Ambulance/Fire	000
Hospital	(07) 5489 8444
Medical Centre	(07) 5486 3078
Park Office	(07) 5486 3200
Office After Hours	0488 315 488
Road-side Assist	131 111