

# PARK RULES

Southern Ocean Tourist Park Management & Staff want to ensure all guests are able to enjoy a safe, happy, friendly and relaxing stay whilst at the park.

Be considerate of others and ensure your belongings are kept strictly within your site including annexes and vehicles, keep sites secure and tidy at all times.

Power pods are strictly 15amp. Please ensure appropriate power cords are used. Any overloading that causes damage will be at the guest expense.

Please read the following which applies to all guests and visitors.

## Office Hours

9am-5pm daily, however these may vary during busy periods.

## Check-In Time - 2:00pm

## Check-Out Time - 10:00am

Sites may be available from 11:00am.

- If you require a late check-out please enquire at reception. Fees may apply.
- Walk-ins after 5pm may not be accepted unless pre-arranged with Management.

## Bookings

- All persons entering the park do so at their own risk and are responsible for their possessions and vehicle.
- Refunds will not be given for late arrivals or early departure. All bookings must be paid in full prior to you occupying your accommodation/site.
- The person whose name is on the booking and receipt is responsible for all members of the party and guests.
- Upon arrival please visit the reception and provide your booking details, confirm the number of people in your party and any other information as requested by the Management.
- Fees are subject to alteration without notice.
- Maximum of 6 people per site and maximum people per bed configuration in Villas & Cabins.
- Minimum booking periods may apply over long weekends & peak periods.
- No storage is allowed between 26th December and 31st of January.
- Maximum storage allowed is 60 days.
- Maximum stay allowed is 90 days.
- Cancellations must be made 30 days' prior to your booking and will incur a \$25 administration fee.

## Site Conditions

- Please keep your site tidy and use the facilities provided for rubbish disposal.
- Rubbish must be bagged before being placed in the appropriate bin.
- Please ensure you place rubbish in the appropriate bin and use the recycling & cans bins accordingly.
- Notify staff of any broken glass in the park.
- Please ensure all your belongings fit within your site – including caravan, annex, tent & vehicle.
- Power pods are strictly 15amp. Please ensure appropriate power cords are used. Any overloading that causes damage will be at the guest expense.
- Fires are permitted in approved fire pits only & must follow the appropriate park rules, they are NOT to be left unattended at any time. T&Cs are located at reception and must be signed off by the guest prior to any fires being lit.
- Please note fires are not permitted during Fire Ban Season or on Fire Ban days.
- No other forms of wood heaters or fire pits are permitted inside caravan, tents, or annexes.
- Management reserves the right to alter sites without notification as deemed necessary.

## Code of Conduct

- As a condition of entry to the park you are always accountable for your behaviour, respecting one another in the language you use and the way you conduct yourself at all times.
- For the comfort of all guests no loud noise is permitted between 10:00pm and 8:00am.
- Any foul language or behaviour or use of illegal drugs will not be tolerated under any circumstances and will result in eviction from these premises.
- Damage to amenities blocks or park facilities will result in immediate eviction from these premises.
- Smoking & Vaping is not permitted in any buildings or within 15 metres of the amenities, camp kitchen, laundry, BBQ areas, or the children's playground in accordance to SA Health regulations 2024.
- No water bomb balloons are allowed.

## Roads & Vehicles

- Only one motor vehicle or boat per sites is allowed.
- Please do not park on roadways or common areas and ensure you allow room for emergency vehicles.
- Visitor's cars must remain outside the park at all times.
- All roads in the park are shared between pedestrians and vehicles and the 10km/h speed limit is enforced for safety reasons.
- Bicycles, scooters, rollerblades, skateboards etc are to be used in daylight hours only – please observe all road rules including speed limits, the wearing of helmets & necessary protective gear.
- Children are to be supervised at all times and no riding around the amenities blocks or camp kitchen, including deck.

## Boom Gate

- Each site will be allocated with one boom gate fob. A fee of \$50.00 will occur if lost or not returned.
- Please wait behind the white line until boom gate is fully down before proceeding to the boom gate key pad.
- No tailgating through the boom gate, this will result in code failure when re-entering or exiting the park. Children must not operate the gates.

## Visitors

- All non-paying Guests are referred to as Visitors to the Park and are to sign in at Reception and leave their vehicle outside of the park.
- The Park Rules and Conditions apply to all visitors.
- Visitors are NOT permitted to bring pets into the park.
- Visitors are the responsibility of the park guest and non-compliance to the Park Rules and Conditions will result in eviction from the premises.

## Pets

- Strictly no pets are allowed from 23rd December to 15th January or over the Easter period.
- Dogs are allowed during non-peak season but must be kept on a lead at all times.
- You are responsible for cleaning up after your pet.
- Pets must not be left unattended at any time.
- Pets are not allowed in amenities, BBQ or camp kitchen areas.

**We hope you enjoy your stay!**

