

Welcome to

Burnett Heads Holiday Park

2 Paul Mittelheuser Street
Burnett Heads Qld 4670

07 4159 4313

burnettheads@bundaberg.qld.gov.au
discoverbundaberg.com.au

Legend:

- Grass sites
- Slab sites
- Cabins
- Permanent sites
- Clothesline
- Dump Point
- Gas



1300 883 699
bundaberg.qld.gov.au

Burnett Heads

Holiday Park rules

Office Hours:

Mon - Sat 8.30am - 5pm

Sun 8.30am - 4pm

Check in 2pm/Check out 10am

unless prior arrangements are made with Management.

Whether a new guest, or a repeat visitor, please read and observe the following park rules.

All guests and visitors MUST report to the office on arrival. Visitors are not permitted after 9pm. Guests/tenants must ensure that their visitors abide by the park rules.

Amenity fobs/boom gate: a \$20 refundable deposit is required for each additional fob/boom gate requested. You are responsible for your fobs and facilities that they access, please do not lend them out.

Base tariffs are reviewed 1 February each year and are subject to change without notice.

BBQ's: enjoy the BBQ's located around the Park and leave clean for the next user.

Bookings/Cancellations: all bookings require a deposit to be placed at the time of reservation and are limited to one (1) year in advance. Particular numbered sites and cabins cannot be guaranteed and may change without notice. Should you require to cancel your stay, we will try to assist you where we can, however we cannot guarantee that changes and refunds can be made. Refunds are subject to approval by Council's Facilities Coordinator. Refunds will not be provided for early exits with the exception of severe weather and natural disaster situations as listed in *Bundaberg Holiday Parks Bookings Policy (OP-3-078)*.

Children are the responsibility of their parents/guardians at all times and must not be left unsupervised. STRICTLY NO skateboards, bikes or scooters to be ridden around pool area (if applicable), amenities blocks and laundry areas. **Please ensure that helmets are worn at all times and be reminded that there is to be no riding after dark.**

Dump point has been provided for you to use. Chemical toilets are not permitted to be emptied in the park toilets as they will destroy active bacteria in our effluent treatment systems.

Emergency Assembly point for the Park is marked on the map provided.

Garbage: bins and/or skips are located around the Park for general waste and recycling is also encouraged. Please take all broken camping equipment/furniture with you on departure.

Generators: for the comfort of other guests, generators are not allowed.

Illicit drugs, firearms, ammunition or fireworks are strictly prohibited on the premises at any time. Police will be contacted in all cases including offensive behaviour and unlawful damage to property.

Laundry area: washing machines and dryers are provided. On completion of washing or drying cycle, clothes must be removed from the appliance immediately so that others may also use the machines.

Liquor is permitted to be consumed within the Park but intoxicated and/or anti-social behaviour will not be tolerated. Please keep glass out of playgrounds, pool area (if applicable) and in public areas.

Noise: we love to see you enjoy yourselves but please consider others by not using

unacceptable language or making excessive or undue noise at any time. We ask that noise is ceased by 10pm.

Open fires are not permitted in the park or on the beach.

Playground areas: close at 8pm and all children must not be seen loitering in playground, BBQ areas or any other public areas after this time.

Security: visitors are responsible for the security of their property. Please ensure that all valuables and belongings are secure and caravans locked where possible.

Smoking: should you wish to smoke, please be considerate of others by observing our NO SMOKING policy in or within five metres of all buildings. Please dispose of all butts thoughtfully and do not litter.

Speed limit of walking pace throughout the Park must be observed at all times.

Trees/vegetation: trees around the park are inspected regularly, however trees and branches may still fall from time to time. Persons entering the park do so at their own risk. No responsibility will be accepted for personal or property damage caused by falling trees or branches. Please ensure that you have sufficient vehicle and caravan insurance cover.

Trenches: no trenches to be dug in the Park, under any circumstances.

TV reception: point antenna towards the office.

Vehicles: only 1 vehicle per site without approval, must not encroach adjacent sites or roadways, and not be driven over vacant sites. They must remain in

roadworthy condition, legally registered and moveable at all times. Visitors' cars must be parked in public parking areas outside the park.

Pet Friendly: please read the information below to ensure you and your pet can meet the following conditions:

- Pets permitted only at Burnett Heads Holiday Park and Moore Park Beach Holiday Park, with the consent of the Manager prior to being brought to the Park, and in compliance with the Pet Rules.
- It is the owners' responsibility to ensure all pets are well looked after, this includes adequate water, food & exercise.
- Your pet must not annoy any of our guests by barking or behaving in an offensive manner.
- All pets must be on a lead at all times.
- To ensure the safety, hygiene and pleasure of all our park guests, we ask that you please 'pick up' after your pet, both inside and outside the park. We have zero tolerance on this issue.

The tenant acknowledges that this Holiday Park is a FAMILY PARK and that any behaviour contrary to that will regrettably result in your immediate departure. By staying you agree to all conditions, policies and Management directives. With the exception of existing permanent sites, the Park is only open to holiday/vacation stays.

Our Park is a friendly and enjoyable place to stay. By following the above simple requests it will ensure it remains the way we all like it.

If there are any issues that need attention please see Management. We are happy to try and resolve any problems.

We hope you enjoy your stay!