

Wavecrest Village Tourist Park

Guest Guidelines

Thank you for choosing to stay at Wavecrest Village.

We are delighted to welcome you!

Please read through these guidelines to ensure you have a safe and enjoyable stay with us.

Smoking:

- No Smoking inside any Wavecrest accommodation or facilities at any time.
- If smoking outside of your accommodation, please ensure you keep the windows and doors closed.

**Please note, a cleaning fee of \$300 may apply to your guest account if a smoking odour is detected in your accommodation unit during your stay or after check-out.*

Please keep our accommodation clean and tidy:

We request you maintain the overall cleanliness of your accommodation during your stay and at time of check out:

- Wash and dry your dishes and put them away
- On Check-Out, please place dirty towels on the bathroom floor
- Remove rubbish and place in the wheelie bin located in the carport (or nearby) upon check out
- Do not remove cutlery, crockery or any utensils from the accommodation
- Report any breakages to reception (e.g. glasses, crockery, electronic goods etc.) so we can repair or replace items as soon as possible

**Please note, charges may apply for damaged items*

Environment

Wavecrest Village pride ourselves in promoting an Eco-Friendly environment. We are committed to saving Water, Gas & Electricity. Guests staying 7 days or more will have their linen and towels changed once per week. Please keep shower times to a minimum. Please turn off lights & gas heaters when not in the unit.

Vehicles: One vehicle permitted per driveway - additional parking is available in the Visitors' Car Park located at the front of the Village Reception or Bar & Bistro

Speed limit: Strictly walking pace (8km/h) for all vehicles or as sign posted

Noise: Please consider your neighbours and keep noise to a minimum before 8am and after 10pm

Visitors: Visitors to your accommodation may not be on the premises after 10.00pm

Animals: Are not permitted in guest accommodation or site buildings at any time.

Wifi: Public wifi is available through-out the bar & bistro free of charge

Guest facilities: BBQ's, swimming pool and tennis court are available for use to all guests. Rackets and balls are available for hire from Reception for the tennis court. All children under 12 years old should be accompanied by an adult when entering the swimming pool area

Chemical dump point: This is located directly opposite the park on the left-hand side of the road heading towards town. Waste **must not** be dumped through your site drainage point or the ablution block

Bicycles, skateboards etc: Are not to be used near site buildings or throughout the village. Parents should supervise their children and a helmet is to be worn at all times

Fires: Are not permitted anywhere within the park

Laundry: Laundry facilities are available within the caravan park ablution block. Please respect other guests and remove all washing as your cycle finishes

Check out: Check out time is strictly 10.00am - requests for late check-out will be considered and are subject to availability. Please return your key into the blue Key Deposit Box at Reception. We reserve the right to charge your guest account \$30 per key for keys and cards not returned upon departure.

Rights: Management reserves the right to refuse entry to any person or evict any person contravening these rules, council by-laws, the caravan and camping grounds regulations or disrupting the harmonious running of the business

Evacuation Procedure

Please follow the fire and evacuation plan within this guide.

Emergencies

Please alert a member of staff in the event of an emergency or call the appropriate emergency service

Wavecrest Village: 9838 3888

Wavecrest Bar & Bistro: 9838 3400

After Hours: 0477 777 173

Police, Fire Brigade or Ambulance: **000**

Wavecrest Village Tourist Park Site Map

