

macleay valley coast **Crescent Head** holiday park



Welcome to Crescent Head Holiday Park

Here's some basic information about your stay. For anything not covered here, please come see us at reception. We'd appreciate it if you observe the park rules displayed around the property and follow directions from Management, so everyone can have a pleasant and safe time.

Check in/out Check in is available from 2pm on the day of your scheduled arrival, unless you've made prior arrangements with us. All rooms/sites need to be vacated by 10am on the day of your departure. If you'd like to check out before reception opens or extend your stay, please come see us at reception and we'll be happy to help.

Amenities Amenities blocks are located throughout the property. Please see the map provided for locations. Children under 12 years of age must be accompanied by an adult and supervised at all times. Please consider others when using these facilities and leave them in a neat and tidy condition. Facilities are cleaned daily and the cleaning times are displayed at the entrance to each block.

BBQ areas Guest BBQ areas are available throughout the property for your enjoyment and are marked on the park map. Please remember to leave the area clean after use and please note that open fires are prohibited for fire safety reasons.

Bicycles/scooters/rollerblades Please only use these during daylight hours and observe all road rules, including wearing helmets and necessary protective gear. Children must be supervised at all times. Due to the risk of injury and/or property damage, the riding of electric scooters and electric skateboards is not permitted at any time.

CCTV Please be aware that surveillance cameras are used within the property.

Dump points A dump point is available for the use of guests. You can find the location of this on the map.

Emergency assembly point To ensure the safety of all guests, we ask that you familiarise yourself with our emergency assembly area, which you can see marked on the map. In the case of an emergency, please stay calm and follow the instructions from staff members.

Fires No open fires are to be lit at any time, including charcoal BBQ's.

Generators The use of generators is not permitted.

Internet Complimentary wifi is available throughout the property for all guests. Please be aware that black spots occur at some locations around the property. The wifi password is: crescent1

Laundry Laundry blocks are provided around the park for guest use. Please see the map provided for locations. Machines are coin-operated and change is available from reception during opening hours. Washing powder is also available at a small charge from the store. Clotheslines are available at some laundry facilities. You can find these on the map.

Linen All cabins receive a mid-stay service for booking of 7 nights or longer. If you need additional linen or fresh towels, please come see us at reception.

Noise Please be respectful of other guests in the park by minimising noise from TVs, music and social gatherings between the hours of 10 pm and 8 am.

Parking One car park is allocated per reservation. Should you need additional parking, please give us a call at reception prior to your arrival.

Pets No pets are permitted during High and Peak seasons. Pets are permitted on sites in the low seasons and must be kept on a leash at all times. Pets are not permitted in any common areas and are not to be left unattended.

Playground Use of playground equipment may result in serious personal injury including death, head, eye or spinal injury, paralysis, broken limbs or strains. Risks include falls and collisions with other users and hazards associated with gaps, openings and protruding objects.

Rubbish All areas are to be kept clean and tidy. Rubbish needs to be tied in a plastic bag before disposing of it in the bins provided.

Security While we strive to ensure a safe and secure environment, we do recommend that visitors to the park take the precaution of securing items of value left outside their tent, caravan or cabin during the day and overnight. Any loss of items due to theft are the responsibility of the occupants.

Smoking Please note that smoking is not permitted in any accommodation, amenities, or common areas.

Speed limits All roads in the park are shared by pedestrians and vehicles. For this reason, speed limits are restricted to 8km/per hour (walking pace) at all times.

Visitors Please be aware that any visitors that you invite to the park must adhere to the properties condition of entry and will be the responsibility of the guest. Visitors must be offsite by 10pm.

Wildlife Please don't feed any of the wildlife as human food can be detrimental to their health and behaviour.



Operation Hours

8am – 6pm during Winter, 7 days a week.

8am – 7pm during Summer, 7 days a week.

If the office is unattended or you have an emergency, please contact 0491 890 398

02 6566 0261

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Risk Warning

Park management wishes to warn all persons who engage in any activity for recreation, enjoyment, leisure or relaxation that the pursuit of such activities may result in harm or serious personal injury. All persons who engage in such activities do so at their own risk. Children and infants must be supervised by an adult at all times.

Guests or visitors who cause damage to buildings, plants or equipment at the property will be liable for all the costs to repair or replace these assets.