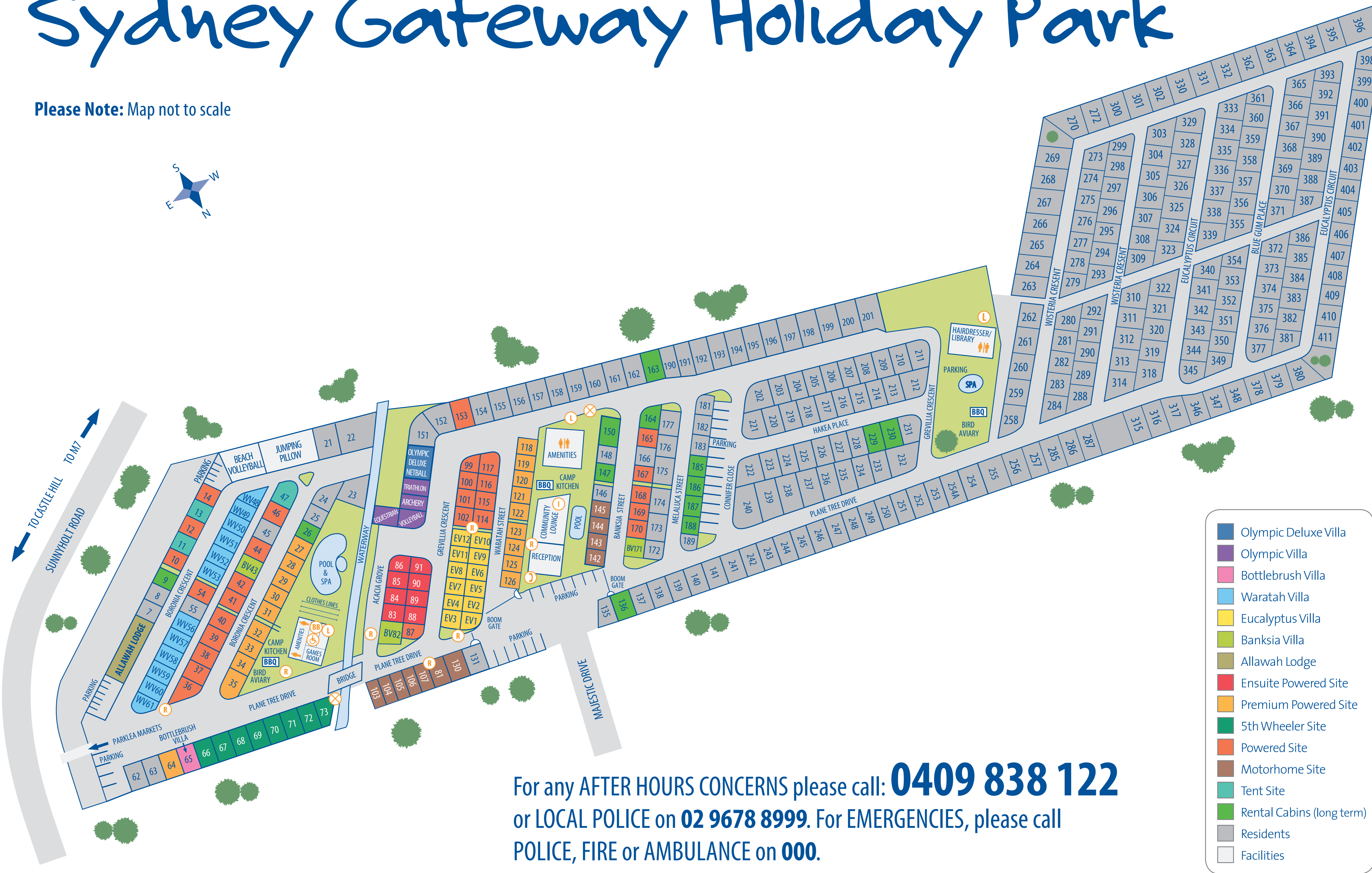


Sydney Gateway Holiday Park

Please Note: Map not to scale



Guest Information

T: 02 8814 4222 F: 02 9629 4716 E: sydneygateway@freespiritresorts.com.au



Welcome - Please Enjoy Your Stay!

The wish of management and staff is for all guests to be able to enjoy a safe, happy, friendly and relaxing stay whilst at the park. Be considerate of others and ensure your site and belongings are kept secure and tidy at all times. Please read the following which applies to all guests, residents or invited guests.

AFTER HOURS: For after hours emergencies only, please call 0409 838 122 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 9678 8999.

AMENITIES: Are situated throughout the park and are open 24 hours for your convenience. All amenity buildings are shown on the reverse side map. All children under 12 years must be accompanied by an adult and be supervised at all times. Please consider others when using these facilities by leaving them in a neat and tidy condition.

ARRIVAL/CHECK IN: We look forward to welcoming you any time after 2pm on the day of your scheduled arrival.

BABY BATH: Is located in the family room in the lower amenities building. See park map for location.

BBQ AREAS: There are several FREE BBQ areas provided throughout the park. Please leave area clean after your use.

BICYCLES/SCOOTERS/ROLLERBLADES: These are allowed during daylight hours but guests should observe all the road rules including the wearing of helmets and necessary protective gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. These items are not to be used in the main entrance/exit area and the main street in the park. An in-house licence is needed for all guests to use & enjoy these items within the property. No skateboards, rip sticks or similar items are to be used within the park.

BOOM GATES: Please use your boom gate ID for entry and exit through the boom gates. These are erected for the safety and security of all guests. Please do not tail through the boom gate after another vehicle. Failure to comply with this may result in damage to your vehicle and our boom gate. Damage to our boom gate will be the responsibility of the guest.

BUSINESS: We understand that from time to time work may interrupt our guests while on holidays, so to ensure your business needs are met swiftly and efficiently, please visit us in reception for your phone messages/fax/photocopying /mail/internet requirements. Unfortunately messages will not be delivered to guests on site.

CAMP KITCHEN: There are 3 camp kitchens situated throughout the park for your convenience – 1 indoor & 2 outdoor. Please leave clean after your use. See park map for locations.

COIN CHANGE: Available from reception for games room, phone and laundries. (during reception hours)

DEPARTURE/CHECK OUT: All rooms/sites to be vacated by 10am on the day of your departure. Early departures: should you wish to check out before reception opens, please make alternate arrangements the day before. If you would like to extend your stay (depending on availability) – please do so before 10am.

DEPOSIT FOR HIRE EQUIPMENT: Refundable deposits are required for the hire of equipment. Please see reception for more details.

DISHES: Should be washed in the sinks provided in the camp kitchen and BBQ areas. Please do not use the laundry tubs to wash dishes.

DUMP POINTS: See park map for location. Please use our dump point to discard of waste matter from – porta loos, motor homes or caravan toilets. Please do no empty these in our amenity blocks.

FAMILY BATHROOM: Available in lower amenity building. See park map for location.

FIRES: No open fires are to be lit at any time.

FOXTEL: Is available for all guests to enjoy in our community lounge & in all accommodation styles.

GAMES ROOM: Located at the rear of the lower amenities building. The hours of operation are 9am - 9pm.

GENERATORS: The use of generators is not permitted after 8pm.

HAIRDRESSER: The in-house hairdresser is available Tuesday, Thursday and Friday by appointment only.

INTERNET: INTERNET KIOSKS OR WIFI – Internet kiosks are located in the community lounge and are available from 7am to 9pm (10pm during summer months). This is a non smoking area and please be considerate of others who may be waiting. WIFI (wireless) antennas are located throughout the park to provide wireless internet access for guests. Due to the ever changing environment of a holiday park and varying customer computers, signal cannot be guaranteed everywhere, however, outside areas are well covered. Data outlets are also available for those without a wireless card in certain areas. Fees apply.

LAUNDRY: There are 2 laundry blocks located throughout the park. These have coin operated washing machines and driers for your use. All laundries are open 24 hours for your convenience. Please use your amenities card for entry. Please do not erect temporary clothes lines on your site, they WILL NOT BE PERMITTED. Lines are provided. Ironing boards & irons are located in each laundry.

MAIL: Guests expecting to receive mail during their stay please address to: Att: Guest Name C/- Sydney Gateway Holiday Park 30 Majestic Drive Parklea NSW 2768.

MESSAGES: Phone messages are listed on the message board outside reception.

PARKING: Is allocated for all sites/accommodation (one car space per site/accommodation). Please park your vehicle in this allotted position and not on the roadways. (Boats will only be accepted on site providing they fit and are approved by management). Visitors should park their car in the visitor parking area at the front of the property. No visitor cars are allowed in the park without consent from management.

PETS: Sorry, no pets allowed.

QUIET TIME: Please be respectful of the enjoyment of others within the park by restricting noise from television, music and social gatherings between the hours of 10pm and 8am.

RECEIPTS: Please retain the receipt issued to you on arrival. This validates your length of stay and any bonds/deposits that may be refundable on your departure.

RECEPTION HOURS: 8am to 7pm (7 days). Closed Christmas Day.

REFUND/CANCELLATION: Details of our policy is available at reception. Please be aware that we are unable to refund any monies for late arrivals, early departures or in the event of inclement weather.

RESTAURANTS, BARS, CAFÉ'S: There are plenty of restaurants/bars/cafes in our area. Please see any one of our friendly staff for our local favourites.

RUBBISH/RECYCLING: Can be placed in the large bins positioned near your site. Please assist staff by having your rubbish securely wrapped and placed in bins provided. All waste is transported to our local recycling station.

SECURITY: Please be wary of security. Lock your cars and your accommodation when you leave them. Management cannot accept responsibility for theft of personal possessions.

SMOKING: Please note that smoking is not permitted in any accommodation or in and around the community areas.

SPECIAL ACCESS: Amenities available in family bathroom in lower amenity building. See map for location.

SPEED LIMIT: All roads in the park are shared between pedestrians and vehicles. Speed limits are walking pace only.

SURVEILLANCE CAMERAS: Please be aware that surveillance cameras are used within our property.

SWIMMING POOL: There is a swimming pool for your enjoyment. See park map for location. Pool hours: 9am to 9pm. Please be aware that there is no lifeguard on duty. Children must be supervised at all times in these areas. The use of the pool is for guests only. Please observe the rules to ensure safe use. Do not take glass containers of any kind into the pool areas. Remember alcohol and water DO NOT mix – so please no alcohol whilst using pool areas.

TELEPHONE: Public telephone is located next to reception and is operated by coin.

TOUR DESK/THINGS TO SEE & DO: Our reception staff will be happy to assist with any queries you may have.

VERANDAH: Please do not hang laundry on your balcony. For your convenience a clothes airer is provided in all accommodation and coin operated driers are located in the amenities buildings.

VISITORS: All visitors should be registered on arrival. Guests are also responsible for their visitor's behaviour. Any visitor that stays overnight must be registered prior to staying. (Fees apply)

WATER: As you may or may not be aware, we are currently experiencing a drought in our area. Strict council regulations apply to the use of water at our property. Please see reception for full details on these restrictions to help us meet the strict standards.

WILDLIFE: As a guest you are welcome to enjoy the incredible opportunities for interaction with local wildlife. As cute as they may be however, feeding the wildlife can be detrimental to their health. We ask that you not feed any of the native animals. Please do not allow anyone to put their fingers inside any of the aviaries as native birds may become defensive when approached.

EVACUATION PLAN: Please make yourself familiar with our evacuation plan in case of any unforeseen emergency. In case of emergency, please remain calm and follow instruction from staff. **For after hours emergencies only, please call 0409 838 122 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 9678 8999.**

NOT ALLOWED LIST: Our list for the not allowed under any circumstances is as follows: NO ILLEGAL DRUG USE, NO EXCESSIVE USE OF ALCOHOL, NO UNDUE MESS AROUND SITE, NO UNREGISTERED OVERNIGHT GUESTS, NO UNDUE NOISE, NO ACTS OF VIOLENCE OR ABUSE, NO SMOKING IN ACCOMMODATION, NO UNREGISTERED VEHICLES, NO SKATEBOARDS/RIP STIKS OR SIMILAR AND NO 'L' PLATE DRIVERS.

****FAILURE TO COMPLY WITH ANY OF THE ABOVE OR ANY PARK RULES MAY RESULT IN GUEST BEING ASKED TO VACATE & LEAVE THE PROPERTY WITH NO REFUND ISSUED****

Note: Any caravan/campervan leads connected to our power outlets must be 15 AMP tested and tagged! The use of double adaptors is not allowed!

PLASTIC COVERS, CARPETS OR MATS OUTSIDE TENTS OR CARAVANS ARE NOT PERMITTED ON ANY LAWNED AREA. SHADE CLOTH OR SIMILAR IS WELCOME.

www.sydneygateway.com.au