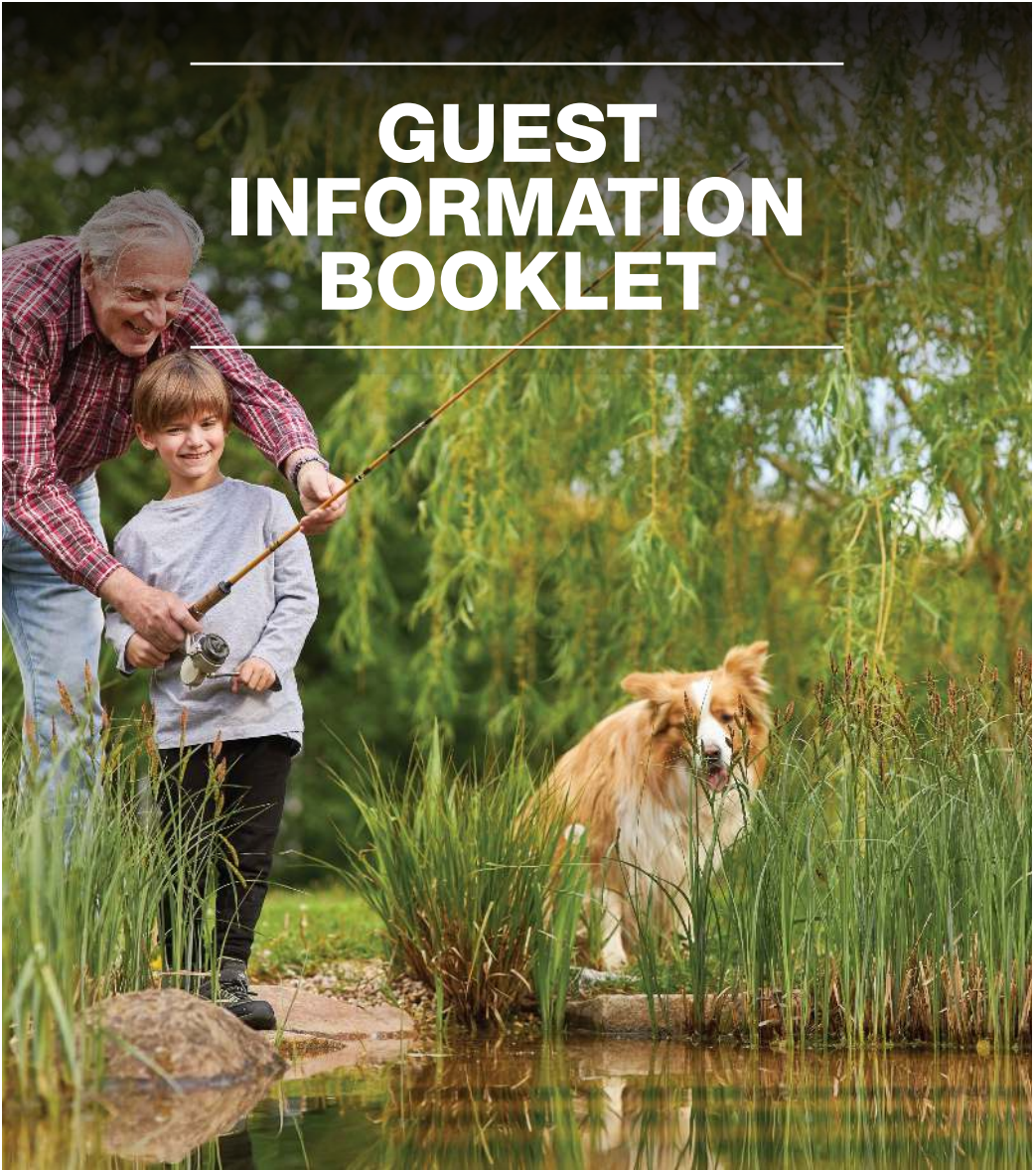


GUEST INFORMATION BOOKLET



a: 4 - 28 Tinaroo Falls Dam Road, Tinaroo, 4872

e: bookings@lthp.com.au

p: 07 4095 8232

Emergency After Hours 0437 582 061

w: laketinarooholidaypark.com.au

 [/laketinarooholidaypark](https://www.facebook.com/laketinarooholidaypark)

 [#laketinarooholidaypark](https://www.linkedin.com/company/laketinarooholidaypark)

WELCOME TO OUR PARK

Thank you for choosing to stay with us at Lake Tinaroo Holiday Park. The following information is provided for your convenience to help make your stay more enjoyable.

Ablution blocks	Are open 24 hours for your convenience, however they are closed for cleaning at periodic times throughout the day. Please consider others when using these facilities and leave them in a neat and tidy manner. Children must be supervised by an adult in the ablution blocks at all times.
Camp kitchen	Is provided for your convenience. Please leave it clean and remove all rubbish for other guests to enjoy.
BBQ's	There are several free BBQ areas located throughout the park. Please leave the BBQ's and area clean after use for other guests.
Washers, dryers, clothes lines	Are provided for your convenience. Guests are asked not to hang laundry around their sites or accommodation units. Change is available at reception.
Dump point	Is available on the property near top amenities.
Check-out	Usual check-out time is 10.00am. If you require a later check-out please enquire at Reception. Unplanned late departures may incur an additional charge.
Extend your stay	If you are considering extending your stay, please speak to someone at Reception prior to your scheduled departure date. Though you are welcome to extend your stay in our Park, we can only guarantee your cabin or site to the departure date shown on your booking.
Forward travel	Let us know if you require assistance with your onward travel arrangements. We have a relationship with a number of G'day Parks with G'day Rewards across the region that we would be happy to recommend and book ahead on your behalf.
Cancellation	No refunds are given for early departures or cancellations once arrived.
Parking	Parking is limited to one car per cabin or one car per site unless otherwise arranged with Management. Please park your vehicle in the designated area for your cabin or site.
Reticulation	We use reticulation throughout the Park at various times. If you have personal property prone to water damage, we encourage you to leave these items inside.
Fire Pits	Fires must be retained in Pits provided or in a suitable pit raised off the ground. The responsibility of the fire will be at all times with the occupiers of the site.
Camp Fires	For safety reasons, camp fires are ONLY allowed on days with low to moderate fire danger. Management reserves the right to prohibit ALL camp fires at any time without prior notice.
Generators	The running of generators is prohibited in the park.
Noise	Quiet time at the park is from 10pm to 7am every day, and we require you to refrain from any behaviour we consider may be disruptive to other guests of the park.
Café	We have an onsite café offering coffees and takeaway available during the advertised hours at reception
Rubbish	Please wrap garbage and place in the bins provided

RISK WARNING, LIABILITY EXCLUSION AND ACKNOWLEDGMENT

Lake Tinaroo Holiday Park provides facilities and equipment for its guests to enjoy for leisure, recreation and enjoyment, in conjunction with their stay.

Participation in available **recreational activities involves risks**, including the risk of personal injury and death.

You and your children must **obey all warning signs** that are displayed in relation to particular recreational activities.

You and your children must **use all safety equipment provided** by Lake Tinaroo Holiday Park.

Before you participate in recreational activities, or you permit your children to participate in Recreational Activities, you should ensure that you are aware of, and properly understand, all of the risks involved, and that those risks will include any particular risks associated with any health condition from which you suffer or which your children may suffer.

By **signing the Guest Registration document at check-in**, you acknowledge, agree and understand that your participation in the recreational activities provided by Lake Tinaroo Holiday Park may involve:

- Risks generally, which may be obvious, **unavoidable or inherent**; and
- Particular **risks as described**.

You also acknowledge, agree and understand that:

- **you participate in the recreational activities voluntarily and at your own risk** and that you permit your child or children to do the same; and
- you (or the person for whom or on whose behalf you are acquiring the recreational activities) **agree to waive and/or release Lake Tinaroo Holiday Park, its servants and agents, from all liability** arising out of or in connection with the use of the recreational activities.

Pool rules All Children under the age of 14 must be accompanied at all times by an adult over the age of 18. Pool Opening Hours 8am to 6pm.

- Jumping Pillow & Playground**
- Operating Hours 8am to 6pm.
 - Children under 14 must be supervised by a responsible adult at all times.
 - Ages 3 and up welcome – Rough play will not be tolerated
 - No jumping in wet swimwear
 - No somersaults or inverted manoeuvres
 - Pillow may be closed in wet conditions
 - Please follow all safety signage
 - Remove all footwear before jumping
 - Strictly no glass, food or drinks permitted in this area
 - Not to be used by any person under the influence of drugs or alcohol
 - No sharp objects, including jewellery, in pockets, hands or elsewhere
 - No pets in or around jumping pillow
 - No bikes, scooters, skateboards or toys

Throughout the park, areas are under 24 video surveillance



LAKE TINAROO HOLIDAY PARK



- Deluxe Villas
- Waterview Villas
- Superior Villas
- Poolside Units
- Family Units
- Studio Units
- Basic Cabins
- Permanent Sites
- Powered Slab Sites
- Powered Grass Sites
- Unpowered Grass Sites
- Evacuation Point
- Dump Point
- Shared Fire Pit
- Visitor Parking
- First Aid
- Defibrillator
- Fire Extinguisher



PLEASE NOTE:
There is a 5km/hr speed
limit on all park roads.

GUEST INFORMATION

In order to ensure that you have the best possible experience while staying with us, it is necessary to highlight some of the park rules that we ask all guests to adhere to:

- **Helmets** must be worn at all times when using bicycles, skateboards, scooters or any other wheeled toy.
- Unruly or offensive behaviour may result in immediate eviction.
- **Smoking is not permitted** in any park facilities and common areas. If you smoke in your cabin, we will charge you a fee of up to \$500 for upholstery and carpet cleaning.
- Any **damage** caused to the park facilities and common areas will incur a charge of up to \$500.
- Rooms or cabins left in an unsatisfactory state will incur a **cleaning charge** of up to \$500.
- All guests are to abide by the signed **speed restrictions** in the park.
- All visitors to the park must report to the office and sign in on arrival.
- Payment of total **outstanding tariff** is due at the time of check-in unless arrangements have been made with management prior to arrival. Any additional charges incurred after check-in must be paid in full at the time of being incurred.
- **2 pm check-in and 10am check-out** applies to all bookings unless arrangements have been made with management prior to arrival.
- Lake Tinaroo Holiday Park will not be liable for any damage, theft or loss of property.
- **Failure to abide** by these Terms and Conditions may result in immediate eviction without refund.
- Please be aware as **Natural Springs** border the property, it's important that young children are supervised at all times

We **reserve the right** to refuse entry into Lake Tinaroo Holiday Park. A full refund will be issued under these circumstances.

- Persons under **18 years of age** must be accompanied by a parent or guardian.
- Animals are not permitted in cabins/rooms.

Personal Safety – camp sites

Power leads must be 15amp and neatly placed on your site. Please do not erect temporary clothes lines around your site. Waste water is to be emptied into sullage provided. For your own safety, we suggest that you carry torches at all times during the dark hours to prevent personal injury.

Security

Please secure your car by locking it, and by locking accommodation when you leave it. The **safe and secure stowing of your possessions is your responsibility**. Please do not leave items of value unattended.

We encourage you to:

- Use all locking devices provided and ensure windows and sliding doors are locked properly.
- If you see or hear any suspicious activity, please report your observation to management.

HEALTH AND SAFETY INFORMATION

Lake Tinaroo Holiday Park is operated, managed and inspected in accordance with the Work Health and Safety Legislation, relevant to Queensland and the Caravan and Camping Act 1995.

Lake Tinaroo Holiday Park is a member of the Caravan Parks Association and follows all industry associated guidelines and best practices, as directed by the CPA.

Fire Safety	As part of our Health and Safety Management System, Lake Tinaroo Holiday Park has developed procedures to be followed in the event of a fire and training has been given to key personnel. Fire appliances and equipment are provided in case of an emergency and are inspected regularly. Please follow emergency instructions at all times.
First Aid	There are trained First Aid Officers located at Lake Tinaroo Holiday Park. Only basic first aid treatment can be provided. If you are injured at our park, please report it to Reception as soon as possible. In an emergency Ring 000.
Duty of care	Please ensure you report all safety concerns to Reception as soon as possible. You are reminded that you have a duty of care to protect your safety and the safety of others and not to participate in dangerous behaviour. Children must be supervised at all times.
Restricted Areas	Restricted areas are indicated by signage. Some areas are restricted by barriers, fencing, secure gates or signage where necessary. Lake Tinaroo Holiday Park employee work vehicle areas, chemical storage areas and workshops are restricted areas to prevent access to potential hazards. Please follow the safety signage at all times.
Safety Signage	As part of our health and safety management system, Lake Tinaroo Holiday Park utilises signage throughout the park, indicating guidance/instruction to guests. Many hazardous areas have signage to warn of the risk, such as bunk beds in cabins or open water, such as creeks or ponds. Further safety information is available upon request from Reception. We ask that you read and obey all Park safety signage at all times. This includes the safety signage and safety requirements that may be specific to the park in which you are staying.
Behaviour	All guests have a right to quiet and peaceful enjoyment during their stay with us. Excessive noise, unruly behaviour, drunkenness or bad language will not be tolerated and those responsible may be immediately evicted from the park. Quiet Time 10pm to 7am.

EMERGENCY PROCEDURES

EMERGENCY ASSEMBLY AREA

- Is signposted
- Location is shown on the Park Map

EMERGENCY MANAGEMENT

Lake Tinaroo Holiday Park has an Emergency Management Plan. In the event of an emergency, please follow the direction of Park Management or a Lake Tinaroo Holiday Park employee.

Please ensure you familiarise yourself with the location of the designated emergency assembly area. This area will be signposted and will also be documented in the Park Evacuation Diagram, which is located in Park communal areas.

In the event of an emergency, please remain calm, follow instructions from staff and stay at the emergency assembly area until informed otherwise by Park Management.

**DO NOT STAY IN YOUR ACCOMMODATION
OR IN THE PARK IF YOU HAVE BEEN
DIRECTED TO EVACUATE.**

EMERGENCY CONTACT NUMBERS

Fire Police Ambulance	000 / 112 (Mobile)
Lifeline	131114
Poison Information	131126
SES	132500
SES Local	4039 8255
Hospital Atherton	4091 0211
Police Local	4091 9800

Park Management reserves the right:

- To relocate or cancel any reservation at any time;
- To remove, without notice, any person(s) who contravene park rules and regulations as outlined within this document and/or behave in an offensive or disorderly manner that affects the wellbeing of the Park and its Users.