

Guest Information | Welcome to Broadwater Tourist Park



We hope you enjoy your stay with us...

Activities

Organised activities are offered in select periods. Information on upcoming activities is available from reception, via notice boards, guest notices and social media.

Amenities

Please refer to the site map for the location of amenity buildings. Hot water is available for showers, washing machines and basins. Please consider others, limit showers and help conserve water.

The amenity blocks are cleaned at least twice a day and may be closed at these times. Please refer to the signs at each facility for cleaning hours, with other times as required.

Children under 10 must be supervised by an adult.

Bathrooms

Accessible bathroom

There is an accessible bathroom located at the southern amenity block only. Access is with a key (deposit required) from reception.

Parents' bathroom

A parents' bathroom is located at the southern amenity block. A baby bath is available in the middle female amenities. Access is with a key (deposit required) from reception.

Bikes, ride-on equipment and motorised toys

For the safety and enjoyment of all guests, only standard bikes and scooters are allowed to be ridden in the park during daylight hours. Road rules must be observed and a safety helmet worn at all times, as required by Queensland law. See reception staff for approval of all other ride-on equipment and motorised toys, or for suggested locations to safely use these items.

Boat ramp

The boat ramp is located on the creek to the northern side of the park.

Boom gates

Boom gates are for your security. Please follow directions and do not give your security pin to others.

Camp kitchens and barbecues

The park map indicates location of the camp kitchens and barbecues. Please respect others, clean up after use and remove *your* food only from the fridge. For security purposes, the fridges may be locked at 10pm and unlocked between 5am and 6am. Do not place water bottles or ice in the freezer or cooler bags in the fridge. Alcohol and medications are not allowed in the camp fridges and the camp kitchens are smoke-free environments.

Car wash

Facility available next to middle amenity block. Please check with reception for current water restrictions.

Chemical dump point

A chemical toilet dump is provided in the park (refer to park map). Dumping of toilet waste in any other area of the park is strictly prohibited.

Check-in time

Sites - 11am
Ensuities - 12pm
Villas - 2pm

Check-out times

10am
Occupancy after this time will be charged as an additional day.

Late check outs - depend on availability. See reception for fees and availability. Site fees are calculated until 10am on the day of departure. If your travel arrangements are inconvenienced by these times, please contact reception to see if alternative arrangements can be made.

Children

Supervising children is vital for their safety and helps make sure they do not disturb other guests.

Children must be accompanied by an adult when visiting the amenities and all other park facilities.

Conditions of entry

As part of the conditions of entry to our park, guests are to abide by Park Rules. These are available from reception or on our website at Goldcoasttouristparks.com.au/park-rules.

Customer feedback

We hope you enjoy your stay and welcome your feedback which helps us continue to improve our service and facilities. Please share your experience with others by leaving a review on TripAdvisor.com.au or Google.com.au.

Evacuation procedures

In an emergency, follow the directions of staff. If we need to evacuate the park make your way directly to our evacuation area - marked 'Assembly area' on the map.

Fees

Fees must be paid in advance. Your unique boom gate code is for one vehicle only. Access is controlled by an Anti-Passback system and is subject to fees paid in advance.

Garbage/litter

Please help us look after our environment by using the rubbish and recycling bins located throughout the park for your convenience. Wrap all garbage prior to disposal.

Gas refills

Decanting of gas is available from the kiosk between 8am and 4pm.

Information

For local information, where to eat, activities, how to get around and service providers ask our friendly staff in reception.

Items for hire

See reception for information on items available for hire; including tennis racquets and go-karts. Enquire with staff about local hire companies for other items if required.

Kiosk

The kiosk stocks a variety of grocery items, toiletries, milk, bread, ice, papers, lollies, cold drinks, ice creams, beach items, etc.

Laundry

There are coin-operated machines and dryers in the main amenity blocks. They take \$1 coins - change and washing powder is available from reception.

Irons and ironing boards are free. Collect clothes from washing lines when dry and remove washing from machines when cycle finishes. Washing dishes is not permitted in the laundry, sinks are available at the camp kitchen and some of the barbecue areas.

Lost and found

Report lost or found items immediately to reception.

Mail

Mail will be placed in mail boxes. Mail can be posted at reception.

Noise

Quiet time is between 10pm to 7am. Consider your neighbours by keeping the volume down on radios, televisions and social gatherings. Excessive noise or abusive language will not be tolerated and can result in guests or visitors being asked to leave immediately.

Personal information

We are required to comply with the Information Privacy Act 2009. Any information you have supplied to us is only used for the purpose that it was collected for. We will not disclose your personal information (including confirming whether or not you are staying in the park) to any person. Should anyone wish to visit you while you are staying in the park, we recommend you contact them to advise where you are located in the park, as we will not pass on this information.

Pets

For the comfort and safety of guests, pets are not permitted.

Placement of caravans

We will help you place your caravan on your site. To comply with fire regulations, all vans MUST have the drawbar facing toward the road.

Playground and Bouncing pillow

The children's playground and bouncing pillow are next to the pool in the centre of the park. This is an All Abilities playground. Smoking is not permitted within 10 metres of the equipment, as per Qld law. Children under 10 must be supervised by an adult.

Public phone

Located outside the games and recreation room.

Reception

Reception is open from 7.30am to 8.30pm Sun-Thurs, 7.30am to 9pm Fri-Sat and 9am to 11am on Christmas Day. For emergency assistance outside office hours, please use the emergency intercom located near the reception entrance door or contact park managers on the phone number displayed at reception and printed on the Access Information sheet.

Recreation room

The recreation room is behind reception and is open from 7.30am to 10pm each day. Facilities include TV with Foxtel and coin operated gaming machines. Children under 10 must be supervised by an adult.

Refunds

Cancellation fees apply. See reception for refund policy.

Security

We'd like your holiday to be enjoyable. Holidaying is a great time to get to know your neighbours and keep an eye out for each other's belongings.

Your security is important to us. We recommend you keep your possessions, vehicles and accommodation safely secured at all times. If you have any concerns, please speak to one of our friendly staff.

Site cleanliness and boundaries

Please keep your site tidy and use the facilities provided to dry clothes, discharge sullage water and dispose of rubbish. Make sure your caravan, car and camping equipment stay within your site boundaries. Ropes or fastenings must not be tied to trees, fences or park structures. *It is your responsibility to position your camping equipment so that your vehicle fits on your site. If it doesn't fit, it must be parked outside the park.*

Swimming pools

Pool hours are signed at each pool area. Management reserves the right to change and amend hours as necessary for the safety of park guests. The pools are seasonally heated. For your safety and the comfort of all, please note:

- no glass, smoking or alcohol
- no diving or running
- children under 10 must be supervised by an adult.

Tennis Court

The tennis court is located to the right of park entrance and is available for your enjoyment from 7.30am through daylight hours. Racquets are available for free hire, requiring a refundable deposit. Please visit reception to book a time on the weekly booking schedule. Children under 10 must be supervised by an adult.

Tour desk and bookings

Brochures about local activities, tours and events are at reception or our information centre in the recreation room. We offer discounted theme park tickets that will save you money and time by not having to queue at the parks for tickets. See our friendly reception staff to book local tours and attractions.

Vehicles – drive with care

The safety of all guests is vital. Please adhere to the eight-kilometre speed limit (walking pace) within the park. Park roads are shared zones. Please follow all road signage and give way to pedestrians.

Site fees include one vehicle only. Additional vehicles can be parked in the visitors' car park. Speak to reception for approval and cost of an additional vehicle on site.

Villa Care

Please report all damage, breakages and losses promptly to our park reception. We ask you to please leave the accommodation in a clean and tidy state. Rubbish should be placed neatly in bins provided (in the accommodation and throughout the park). All washing up to be done and put away clean. Additional cleaning charges and full replacement costs may apply where furniture and equipment is not left as originally found or the accommodation condition on departure is unacceptable. Guests are responsible for the safekeeping and replacement of lost keys.

Water conservation

Please conserve water by keeping your showers short and reporting leaking taps to our reception staff.

Wireless internet

For your convenience, we offer guests free wi-fi access. Conditions apply. See reception staff for more information and additional internet service options.

