

Rules & Policies

All patrons are requested to read and observe the following park rules & conditions. Some rules may have recently changed, please see the website for the most up to date version of the park rules.
portellioholidaypark.com.au

Park Rules & Policies

Office Hours: 8am - 5:30pm daily, however these may vary in busy periods

Arrival and departure

Check-in time : Sites - 11am Cabins - 2pm
Check-out time : 10am

All accommodation tariffs to be paid in advance & are not refundable after check-in.

If you require a earlier check-in or late check-out please speak to our Customer Reservations Team.

Cabins or sites

Unfortunately we cannot guarantee particular numbered accommodation during booking or on check-in.

Your site

Please keep your cabin or site clean & tidy & use the facilities provided for drying clothes & rubbish disposal. Everyone appreciates a well kept site, so please remember that we do not allow trenches to be dug in the park, under no circumstances.

The use of generators is not permitted in the park.

Children

Children must be accompanied & supervised by an adult when visiting the showers, toilets, playground & jumping pillow.

New Arrivals

New arrivals & guests must report to the office before entering the park.

Visitors

Guests are responsible for their visitors behaviour. Visitors vehicles to be left outside the park. Please ensure all visitors have vacated the park by 10pm unless they have been allocated a booking with our Customer Reservations Team.

Vehicles

We permit a maximum of one vehicle per site/cabin. Vehicles must be parked on your site unless directed by the Customer Reservations Team.

Bicycles, Scooters and Skateboards

We consider ourselves as a family friendly park where bicycles, scooters & skateboards are permitted. However, it is essential that safety equipment is worn at all times & not to be ridden after dusk or in communal areas. Electric scooters or bikes & trail, quad or mini bikes are NOT permitted within the park.

Speed Limit

In the interest of safety, the speed limit throughout the park is WALKING PACE only, not exceeding 10km per hour.

Smoking

No smoking is permitted inside caravan park buildings & enclosed public areas.

Boom Gates

Misuse of the boom gates including tailgating, sharing your boom gate pin or allowing other vehicles other than your own, into the park will result in eviction from the park. No refund will apply.

Fires and Open Flames

Open fires are not permitted in the park.

Petrol / Gas

Storage is strictly forbidden in the park.

Tree Risk

We have many trees in our park that drop branches and debris. Staff are continually pruning to reduce the problem. Major contract pruning is also carried out twice yearly to further reduce the risk.

We cannot accept any responsibility what so ever for personal injury or damage to personal property from falling branches or debris.

General

Prices, rules and policies are subject to change without notice.

Park Management reserves the right to evict any person who fails to obey the park rules. Eviction from the park will result in forfeiture of all monies paid.

Any person found to be damaging park property or that of other guests will be evicted from the park & will be held responsible for repair costs. Additional cleaning costs are applicable if cabins are not left in a clean and tidy state when you check-out.

Noise and Behaviour

In the interest of all guests enjoying their stay, we ask that excessive noise is ceased by 10pm.

Music and TV's should not be audible to adjoining sites.

Parents are responsible for ensuring their children do not disturb the peace & quiet of other park guests.

Offensive behaviour or rowdy parties will not be tolerated & will result in the offenders being evicted from the park.

TV Reception

Please be patient with watching any free-to-air channels on the park's TVs as there is often poor reception in the area.

Pet Friendly

To ensure that you enjoy your stay with all of our other guests, we must ensure that all dog owners take full responsibility for their pet & ensure they do not disturb other guests when on the property.

Please read the information below to ensure you & your dog can meet the following conditions:

All dogs must be approved at the discretion of management prior to being brought to the park, please contact the park in advance of arrival.

Dogs are permitted on all unpowered, powered & ensuite camping sites at the park, & in our designated pet friendly cabins.

Please enquire with the Park prior to making your booking to ensure our Pet Friendly cabins are available.

Bookings in our Pet Friendly cabins will incur a \$20 (min) cleaning surcharge.

Dogs must be supervised at all times & never left unattended, including inside tents, vans, designated pet friendly cabins or any other accommodation.

When in the park, dogs must be kept on a leash & under your control at all times.

Dogs are not permitted in cabins (excl. designated pet friendly cabins) or in any communal areas (e.g. camp kitchen, amenities block, etc.).

Owners are responsible for cleaning up after your pet which includes toilet duties too!

For health & safety reasons, dogs must not be washed or cleaned anywhere within the park.

Additionally, any dog related accessories such as dog blankets should not be washed or cleaned within the park e.g. Laundry washing machines, bathing dogs, etc.

All dog owners, whether you have expressly agreed or not, assume all liability regarding your dog being on our premises & indemnify us against all & any damages, all or any claims or other suits that may arise as a result of your dog being anywhere in our caravan park.

Park Management reserves the right to evict & withhold any refunds from guests whose dog is deemed noisy, disruptive, & aggressive, or is the subject of a complaint/s from other guests.

Emergency Contacts

Police/Ambulance/Fire	000
Hospital	08 8552 0500
Medical Centre	08 8554 2440
Road-side Assistance	131 111
After Hours Emergency	08 8554 2134