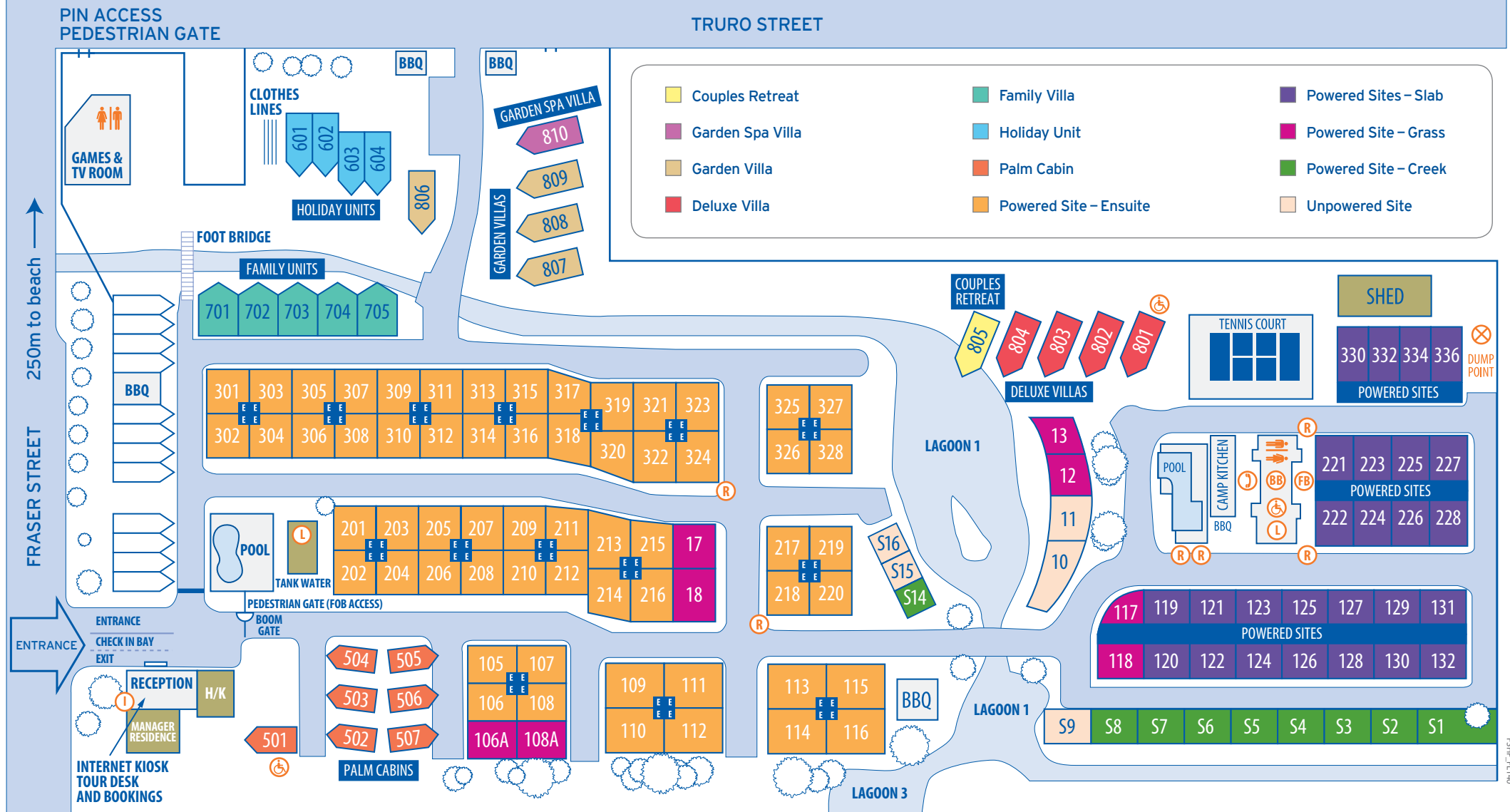


Fraser Lodge Holiday Park



LEGEND: AMENITIES FAMILY BATHROOM BABY BATH INTERNET KIOSK LAUNDRY PUBLIC TELEPHONE RUBBISH BINS DUMP POINT SPECIAL ACCESS ENSUITE SITES

SPEED LIMIT - 10KMS/HOUR



FSHP-FL140

For any AFTER HOURS EMERGENCIES ONLY, please call 0416 894 432 or LOCAL POLICE on 4128 5333.

Guest Information

T 07 4124 9999 F 07 4125 3090 E fraserlodge@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 accommodation/site and belongings are kept secure and tidy at all times. Please read the following which applies to all guests, residents or invited visitors.

AMENITIES: Are situated near the back pool 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.

BASKETBALL BUCKET: Located near the family villas. Equipment is available for hire from reception with a refundable deposit.

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 and enjoy these items within the property. No skateboards or similar items are to be used within the park.

BOOM/SECURITY GATES: Please use your security gate key for entry and exit through the security gates. These are erected for the safety and security of all guests. Please do not tail through the gate after another vehicle. Failure to comply with this may result in damage to your vehicle and our gate. Damage to our security 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 two camp kitchens situated within the park for your convenience. Please leave clean after your use. See park map for locations.

COIN CHANGE: Available from reception for games room 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. Deposits can be paid by cash (refundable) or credit card details may be held for security.

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

DUMP POINT: 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 not empty these in our amenity blocks.

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

GAMES ROOM/TV ROOM/KIDS ACTIVITY CENTRE: Located adjacent to the family villas, open from 8am-9.30pm. Children under 12 must be supervised at all times. Please register your name at reception. A refundable deposit is required to hire cues and table tennis bats.

GENERATORS: The use of generators is not permitted.

GO KARTS: Available from 8am-6pm daily (8am-5pm during winter), \$10 per hour or \$50 per day. A refundable deposit of \$200 is required. Go Karts are not allowed out of the park at any time and are only to be used in designated areas (not to be used in main entrance/exit or main street in park). Safety helmets must be worn at all times. All guests should observe all road rules including wearing the necessary safety gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. An in-house licence and go kart agreement is needed for all guests to use and enjoy go karts within the property.

INTERNET: Located in reception. This is a non smoking area and is open from 7.30am-7pm. Please also be considerate of others who may be waiting. Recharge cards for internet access available for purchase from reception. WIFI (wireless hotspots) are also available in our internet kiosk.

LAUNDRY: There are two laundry blocks located throughout the park. They have coin operated washing machines and driers for your use (\$1 or \$2 coins). The front laundry is open 24 hours and back laundry is open 7am-9pm for your convenience. Please do not erect temporary clothes lines on your accommodation/site, they WILL NOT BE PERMITTED. Ironing boards are located in each laundry and some accommodation. Irons are available for hire from reception. Washing powder is available for purchase from reception.

MAIL: Guests expecting to receive mail during their stay please address to: Attn: Guest Name C/- Fraser Lodge Holiday Park 20 Fraser Street Torquay Hervey Bay QLD 4655.

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

PARKING: Is allocated for most 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 at the front of the property on Fraser Street. 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 9pm 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: 7.30am-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, CAFÉS: There are plenty of restaurants/bars/cafes in our area. Please see any one of our friendly staff for our local favourites.

RUBBISH: 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.

RECYCLING: Please ensure only recycled material is placed in bins with yellow lids.

SAFETY: For the safety of all guests, we require that all minors are back at their registered accommodation/site by 10pm. Should children/teenagers be wandering around resort gardens after this time they may be challenged as to their identity and site/accommodation. Adults/parents are responsible for all minors in their care. Groups of young persons are not allowed to congregate in common areas unsupervised or after dark.

SECURITY: Please be wary of security. Lock your cars and your accommodations 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 NEEDS: Access friendly shower and toilet facilities are located within the park. See park map for location. Special access accommodation is also available.

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

SWIMMING POOL: There are two swimming pools for your enjoyment. Pool hours: 8am-8.30pm in summer and 8am-6pm in winter. Please be aware that there is no life guard 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. Towels supplied in accommodation are not for pool use. Please supply your own pool towels.

TELEPHONES: A public telephone is located adjacent to the back pool. It can be operated by coin or phone card. Phone cards and coin change available from reception.



TENNIS COURT: Please register your name at reception (adult required). White soled or non marking shoes are required. Free use of court with a refundable deposit for equipment hire. A fee will apply for lost balls or damaged racquets.

THINGS TO SEE AND DO: Our reception staff will be happy to assist with any information and bookings of all local tours and attractions.

TOUR BOOKINGS: All tours including Fraser Island, Whale Watching, Lady Elliott Island and fishing trips can be booked and arranged through our free booking office with courtesy pickup on most tours. Accommodation can be organised for overnight or longer stays. Free limited storage available with all overnight tour bookings made at our office.

Please Note: Fraser Lodge Holiday Park is happy to recommend tour operators and attractions in the Wide Bay area that have had no due diligence in relation to the operating practices of these businesses and Fraser Lodge Holiday Park, its Owners, Directors, Employees or Agents shall not be held responsible or liable for any loss, damage or injury sustained by any person availing themselves of the services of those businesses recommended by it.

TV/CABLE RECEPTION: Plug in points have been installed throughout the park for ensuite and powered sites. Please see reception for connecting cable. A refundable deposit is required.

VERANDAH: Please do not hang laundry on your balcony. For your convenience, clothes airers are available from reception, a refundable deposit is required. Coin operated driers are located in the laundries.

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: Water restrictions apply to our property which have been issued by our local council. To help us meet these restrictions, please be conscious of your water consumption during your stay and help us where possible to conserve water.

WATER HAZARDS: Parents and guardians please note the location of two lagoons which may pose as water hazards to small children or other non-swimmers. The lagoons are clearly identified on our site plans and strict supervision should be maintained to prevent children and non-swimmers from gaining access. Fraser Lodge Holiday Park, its Owners, Directors, Employees or Agents shall not be held responsible or liable for any death or injury caused to any persons directly or indirectly through gaining access to lagoons or any other water hazard in the park and Fraser Lodge Holiday Park hereby indemnities and holds harmless, its Owners, Directors, Employees or Agents from any actions, claims or other suits or demands which may arise.

WILDLIFE: As a guest you are welcome to enjoy the opportunities for interaction with the 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 animals.

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 0416 894 432 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 07 4128 5333.

The following items are NOT ALLOWED under any circumstances:

- Illegal drug use
- Excessive use of alcohol
- Undue mess around site
- Undue noise
- Unregistered overnight guests
- Acts of violence or abuse
- Smoking in accommodation
- Unregistered vehicles
- Skateboards or similar
- L plate drivers and no driving lessons in park grounds

**** Failure to comply with any of the above including any damage caused to park accommodation or property may result in the guest being asked to vacate and leave the property with no refund issued. Please read our refund policy printed on your receipt issued on check in ****

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.