



Mandurah Coastal Holiday Park

153 Mandurah Terrace, Mandurah WA 6210
 08 9535 1213 info@mandurahchp.com.au
 mandurahchp.com.au



Guest Information - Park Rules

The following park rules are for your safety and comfort as well as our other guests. Please read them carefully.

ALCOHOL & DRUGS: Consumption of alcohol is not permitted in the playground, office, ablution block and laundry. Under no circumstances is any person within the park boundaries permitted to consume, sell, grow or manufacture drugs or any other illegal substance. If you are seen conducting illegal activities onsite the police will be called and you will be asked to leave. No refund will be issued.

BICYCLES: Bicycles may only be ridden on roadways and during daylight hours. Helmets must be worn at all times. Please adhere to the posted speed limit.

BBQ AREAS/ CAMP KITCHEN: For the enjoyment of all of our guests, please leave these facilities clean after you use them.

CHECK IN/OUT: Check in is from 2.00 pm and check out is prior to 10.00 am. Late check out or early check in is on a request basis only. We will try our best to accommodate this, however it is not always possible. Fees may apply.

CHILDREN: All children under 15 years of age must be supervised by an adult at all times, especially in the BBQ area, games room, amenities, laundry and camp kitchen. People under 18 years of age cannot make a reservation or stay in the park without parents present.

CLEANING: All cabins and sites are to be left clean and tidy upon your departure. Please assist by placing rubbish in bags and bins provided and by washing, drying, and putting away any dishes used. An additional cleaning fee from \$250 will apply if excessive cleaning is required after your departure, or if pets have been present in non-pet friendly cabins.

DAMAGES: Fees from \$250 will apply for any damage caused to park cabins, sites, or other infrastructure by guests during their stay.

DEPARTURE: On departure, please remember to return your cabin/site key to reception.

EMERGENCY: For afterhours assistance, please call 9535 1213. In case of fire or other emergency, call 000 first.

ELECTRIC CARS: Charging of electric cars is not included in our cabin or site pricing and is not permitted on sites or in cabins. If you have an electric car that you would like to charge, we have an EV Charger for this purpose. Charges apply.

ENTRY TO PARK: We reserve the right to refuse entry into the Park by any guest or their visitors. A full refund will not be issued under these circumstances.

FIRES AND GENERATORS: No fires or generators are permitted during your stay.

GARBAGE: All garbage is to be wrapped before placing in rubbish bins.

LAUNDRY: Hours of operation are from 8.00 am to 8:00 pm. If you need coins for the machines, please see reception.

NOISE: All noise is to cease by 10.00 pm. Quiet time is between 10.00 pm and 8.00 am.

OFFENSIVE BEHAVIOUR: Offensive behaviour, bad language and rowdy parties will not be tolerated. Management reserves the right to evict any persons if their behaviour is disruptive or offensive to other park patrons. A full refund will not be issued under these circumstances.

OFFICE HOURS: Reception is open 9.00 am till 5.00pm, 7 days per week.

PARKING: Each cabin and site has parking for 1 vehicle only. There is extra parking for guests and their visitors at the front of the park.

PET FRIENDLY: Mandurah Coastal Holiday Park allows pets on sites and in our designated pet friendly cabins - conditions apply. A signed pet waiver and supply of credit card number as a guarantee in case of any damages is required at time of check in. This card will be charged on departure if there are any damages, or if excess cleaning is required. Pets are allowed only on sites and in our designated Pet Friendly cabins. Visitor's pets are not allowed in the park. Pets are not to be left tied up or unattended in the park at any time.

REFUNDS: No refunds are given for early departures or cancellations once you have arrived.

SMOKING & VAPING ARE NOT ALLOWED: in cabins, games room, laundry or any other buildings. Smoking & vaping in cabins will incur a cleaning fee of \$250. WA Laws prohibit smoking & vaping within 10 metres of the children's playground, swimming pool and alfresco dining and BBQ area.

SPEED LIMIT: Within the park, the speed limit is 10km per hour. Please observe our slow speed limits as our roads are shared with pedestrians and we have plenty of children playing in the park.

SECURITY & BELONGINGS: Security of your belongings is your responsibility. Any items missing or believed stolen should be reported to the local police, and reception notified. All valuables should be stored out of sight, and doors to your accommodation should be locked each time you leave. Do not leave items unattended on or around your site.

TREES: The trees in the park are inspected regularly, however branches are still prone to fall from time to time. No responsibility will be accepted for personal, or property damage caused by falling trees or branches. Persons entering the park do so at their own risk.

VISITORS: Our facilities are for checked in guests. If you have any visitors using our facilities throughout your stay, they are required to sign in at reception. Visitors are to vacate the park by 10.00pm.

WASHING OF CARS/ VANS/ BOATS: Washing of cars, boats, caravans, or motorhomes and similar is not permitted in the park. For a list of local car wash locations please see reception.

PLEASE NOTE: Any serious or repeated infringements of the above Park Rules and Terms & Conditions of entry to the park may result in your stay being cancelled and a requirement to vacate the premises without a refund. This includes group bookings.

EMERGENCY PROCEDURE

In the event of an emergency at the park, please follow these procedures as carefully and quickly as possible and only if safe to do so.

- Assist persons in immediate danger (only if safe to do so).
- Raise the alarm to management and staff as soon as possible.
- Secure your valuables and close all windows, doors and hatches (only if safe to do so).
- Turn off the power and gas to your site.
- Gather your family and guests and proceed to the designated assembly area as shown on the park map.
- Remain in the assembly area until directed by park staff or emergency services personnel.
- Do not attempt to move your vehicle or caravan.

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