

# Captain Cook Holiday Village



- Powered Site Grass
- Powered Site Slab
- Unpowered Grass Site
- Villa
- Garden Deluxe Cabin
- Garden Cabin
- Standard Cabin
- Bungalow

- Emergency Assembly Point
- Rubbish Bins
- Pet Parking
- Showers
- Fish Cleaning Station

**Captain Cook Holiday Village**  
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THESE RULES ARE FOR EVERYONE TO ABIDE BY, FOR THE COMFORT OF ALL GUESTS IN THE PARK  
WE TRUST THAT YOU WILL ENJOY YOUR HOLIDAY IN OUR BEAUTIFUL FLORA & FAUNA RESERVE

*The following information and guidelines are provided to ensure visitors to our holiday village have an enjoyable stay.*

#### FEES

All Fees are paid in advance.

#### CHECK IN/ OUT

Site fees are calculated until 10am on the day of departure. If your travel arrangements are inconvenienced by these times, contact the park management to make alternative arrangements.  
Cabin Check in - 2pm  
Sites Check in - 11am

#### RESERVATION POLICY

(Online Bookings please refer to the cancellation policy supplied when using 'Book Now' Button) Tariffs quoted are subject to change without notification. We require a deposit of the first night paid to confirm your reservation. At Christmas and Easter, we require you to pay the full amount to confirm your reservation.

It is the policy of Captain Cook Holiday Village not to give cash refunds. In the event of cancellation we will issue you with a Captain Cook Holiday Village Credit Voucher valid for 12 months. This voucher may be transferred to another person but notification in writing must be given of the change. All cancellations under the following conditions will be processed within 10 working days of receiving the cancellation.

1. Non-peak – if you cancel less than 24 hours before your arrival date (9 A.M. on the day prior to arrival) there will be NO REFUND for any payment made.
2. Non-peak – if you cancel more than 24 hours before your arrival date there is a cancellation fee will be the first nights deposit and a Captain Cook Holiday Village Voucher will be issued for the remaining amount.
3. Peak/high-peak seasons (Easter, Christmas, school and public holidays and long weekends) – if you cancel less than 28 days before your arrival date bookings are NON-refundable.
4. Early departure – NO REFUNDS
5. Tour cancellation (strong-wind warning) – it is the responsibility of the tour operator to inform you of tour cancellations. The above conditions apply for accommodation cancellations.

If a cancellation or early departure does occur, and a deposit reversal is required, the management of Captain Cook Holiday Village WILL take into consideration your circumstances

#### RECEPTION HOURS

Normal trading hours are 8am to 6pm daily.  
(Off peak & high peak may alter)

#### EVICITION

Park management reserves the right to evict any person who fails to obey park rules.

#### EMERGENCY NUMBERS

In case of emergency call '000' for Fire, Police or Ambulance.  
For after hours emergency use 'button' located outside reception.

#### EXTRA GUESTS & VISITORS

Your day guests are welcome, but are required to park their vehicles outside the park. If they intend staying overnight, please ensure they are booked in through reception. Non payment will result in management asking all on the site or in the cabin to leave without a refund.

#### PETS

Dogs are permitted at Captain Cook Holiday Village during Off Peak, Shoulder and Peak Seasons (sites only). Subject to Park Managers' discretion.  
\*Conditions Apply

#### MOTOR VEHICLES

The safety of our guests is of prime importance. You can assist our cause by limiting the speed of your vehicle to 8 kilometres per hour (walking pace) whilst in the park.

#### TRAILERS & BOATS

All vans and trailers must be placed onto the site so the drawbar, as approved by the registration, is facing the road or access, so immediate removal can be undertaken in the case of an emergency.

#### SMOKERS

Please dispose of your cigarette butts thoughtfully. Smoking is not permitted in (or within 4 meters of a door or open window) park cabins, amenities, buildings, shop or reception.

#### TREES

We all appreciate the beauty and shade the trees in the park provide. The trees are checked regularly, with dangerous or dead limbs removed. It is however still possible that limbs may fall. The park asks that due care is taken when choosing a site.

#### UNPATROLLED BEACH

The beach at the rear of the park is not patrolled by lifeguards, and can be dangerous, with undertows and currents. Guests swim at their own risk, caution should be exercised. The patrolled beach is located at Agnes Water. A shower is provided at the top of the park for sand and salt removal.

#### WATER SUPPLY

Our water supply is from an underground source and is limited. Please consider others and do not take lengthy showers. Boats and cars are not to be washed in the park. Boat motor flushing is permitted at shower point located near the water tanks opposite powered site 32.

#### AMENITIES

Hot water is available for showers. Please consider others and limit the time spent in showers and avoid water wastage at all times.

#### SWIMMING POOL

Open from 7:30am to sunset. Children under 12 must be accompanied by an adult at all times while inside the pool and pool fence.

#### CHILDREN

The park and its facilities are provided for the enjoyment of you and your children. The supervision of your children is important for their safety and to ensure they do not disturb other people in the park. Children must be accompanied by an adult when visiting the showers and toilets.

#### BUNK BEDS

Australian Standards relate to the use of bunk beds and state that: "Children under the age of 9 years are not permitted to use the top bunk. Also children must not play on the top bunk."

#### OPEN FIRES

Due to fire safety hazards, open fires are not permitted. Please use the barbecue facilities provided.

#### SCOOTERS, SKATEBOARDS, RIP STICKS, ROLLER SKATES AND ROLLER BLADES

These items can be used during daylight hours only.

#### TELEPHONE MESSAGES

Urgent messages will be delivered to your site.

#### YOUR SITE

Please keep your site tidy and use the facilities provided for drying clothes, discharge of sullage water and rubbish disposal, we ask that you do not tie ropes or secure tarps from our trees. Please do not dig trenches on or around your site.

#### NOISE

The peaceful enjoyment of our park and its facilities by all visitors is important to us. Please assist by being considerate to your neighbours and restrict noise from radios, televisions and social gatherings after 10pm and before 7am. The person whose name is on the receipt is responsible for the orderly conduct of all members of their party and their guests.

#### BICYCLES

Cycles must be ridden on the roads within the park at the speed limit of maximum 8 kilometres per hour. Please inform your children of the safety requirements and ensure that they wear a safety helmet at all times.  
Please only use bicycles during daylight hours.

#### GARBAGE

Receptacles are located through the park for your convenience. Please assist by wrapping all garbage prior to its disposal and unfolding boxes, cartons etc.

#### FISH CLEANING

All fish are to be cleaned at the fish cleaning station located behind the lower amenity block near the laundry.

#### SECURING YOUR SITE

Whilst park managers do their best to ensure a safe and secure environment, we do recommend that visitors to the park take the precaution of securing items of value left outside their tent, cabin or caravan during the day and overnight.

#### GENERATORS

Generators are not permitted in the park.

#### CLOTHES LINES

Guests to use washing lines provided near laundry only, no ropes on trees.