



# Guest information welcome, please enjoy your stay

## Welcome to Lake Somerset Holiday Park

Here's some basic information about your stay. For anything not covered here, please come see us at reception. We'd appreciate it if you observe the park rules displayed around the property and follow directions from Management, so everyone can have a pleasant and safe time.

**Amenities** Amenities blocks are located throughout the property. Please see the map provided for locations. Children under 12 years of age must be accompanied by an adult and supervised at all times. Please consider others when using these facilities and leave them in a neat and tidy condition. Facilities are cleaned daily and the cleaning times are displayed at the entrance to each block.

**BBQ areas** Guest BBQ areas are available throughout the property for your enjoyment and are marked on the park map.

**Bicycles/scooters/rollerblades** Please only use these during daylight hours and observe all road rules, including wearing helmets and necessary protective gear. Children must be supervised at all times. Please note: Electric scooters and electric skateboards are not permitted at any time.

**Boats/jet ski/utes/trailers** Riding in the back of vehicles and boats is strictly forbidden in the park and day use area.

**Camp kitchen** Camp kitchen is available for use by all guests. Please consider others when using these facilities and clean the area after use.

**CCTV** Please be aware that surveillance cameras are used within the property.

**Departure** Unpowered sites must be vacated by 5pm on the day of departure. Powered sites and accommodation must be vacated by 10am on the day of departure.

**Dump point** A dump point is available for the use of guests. You can find the location of this on the map.

**Emergency assembly point** To ensure the safety of all guests, we ask that you familiarise yourself with our emergency assembly area, which you can see marked on the map. In the case of an emergency, please stay calm and follow the instructions from staff members.

**E-scooters/e-skateboards** Due to the risk of injury and/or property damage, the riding of e-scooters and e-skateboards is not permitted within the park boundaries.

**Fires** Small fires in a fully contained firepit on legs with a catch-tray are permitted in the Park. Firepits must be fully extinguished after use and when unattended, with no emptying on the ground. SEQ Water monitors the area and may issue fines for non-compliance.

**Fish cleaning** Fish cleaning can only be done in the designated fish cleaning area. In the interest of other guests, please make sure that the area is left clean and free from offal.

**Generators** The use of generators is not permitted.

**Internet** Complimentary wifi is available throughout the property for all guests. Please be aware that black spots occur at some locations around the property. **The wifi password is: nrmaholiday**

**Laundry** Laundry blocks are provided around the park for guest use. Please see the map provided for locations. Machines are coin-operated and change is available from reception during opening hours. Washing powder is also available for sale from the store. Clotheslines are available at some laundry facilities. You can find these on the map.

**Linen** All cabins receive a mid-stay service for booking of 7 days or longer. If you need additional linen or fresh towels, please come see us at reception.

**Motorbikes and quad-bikes** No unlicensed motorbikes or quad-bikes may be ridden in the property or surrounding areas. Please check with the local council for designated riding areas and rules.

**Noise** Please be respectful of the enjoyment of others within the park by keeping social gathering, TVs and music at a low level. Music is not permitted between the hours of 9.30pm and 7.00am.

**Parking** Two cars are allocated per reservation.

**Rubbish** All areas are to be kept clean and tidy. Rubbish needs to be tied in a plastic bag before disposing of it in the bins provided to keep the flies and ants at bay.

**Security** While Management do their best to ensure a safe and secure environment, we do recommend that you secure your valuable items for extra peace of mind.

**Smoking** Please note that smoking and the use of e-cigarettes is not permitted in any accommodation, amenities or common areas.

**Speed limits** All roads in the park are shared by pedestrians and vehicles. For this reason, speed limits are restricted to 8km/per hour (walking pace) at all times.

**Tour desk** Our reception staff are happy to assist with any queries you may have about tours and activities available in the area. Come have a chat with us.

**Visitors** Please be aware that any visitors that you invite to the park must adhere to the properties condition of entry and will be the responsibility of the guest. Visitors may leave their car in the guest car park and must be offsite by 9pm.

**Water safety** Please swim in designated swimming areas. Always supervise children around water, wear a life jacket, and never swim alone. For your safety, avoid alcohol near water.

**Wildlife** Please don't feed any of the wildlife as human food can be detrimental to their health and behaviour.

Guests or visitors who cause damage to buildings, plants or equipment at the property will be liable for all the costs to repair or replace these assets.

Risk warning: Park Management wishes to warn all persons who engage in any activity for recreation, enjoyment, leisure or relaxation that the pursuit of such activities may result in harm or serious personal injury. All persons who engage in such activities do so at their own risk. Children and infants must be supervised by an adult at all times.



**Operation Hours** Reception 8am to 6pm Monday to Thursday, 7.30am to 7.30pm Friday to Saturday, Sunday 7.30am to 6pm. Mini golf 8.30am to 3.30pm

**If the office is unattended or you have an emergency please contact 0499 597 946**

An after-hours buzzer is also available on the front office door

**07 5497 1093**

**[lakesomerset@nrmaparksandresorts.com.au](mailto:lakesomerset@nrmaparksandresorts.com.au)**

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