



Scan this QR code to view all the information you need to know during your stay.

# Guest information welcome, please enjoy your stay

## **Welcome to Treasure Island Holiday Resort.**

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.

**Arrival/Departure** Check in is available from 2pm on the day of your scheduled arrival, unless you've made prior arrangements with us. All rooms/sites need to be vacated by 10am on the day of your departure. If you'd like to check out before reception opens or extend your stay, please come see us at reception and we'll be happy to help.

**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. Please remember to leave the area clean after use and please note that open fires are prohibited for fire safety reasons.

**Bicycles/scooters/rollerblades/go-karts and pump track** 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.

**Camp kitchen** Camp kitchens are 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.

**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.

**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**

**Jumping Pillows and playgrounds** Please note that children under 12 years must be accompanied by an adult at all times in our playgrounds and jumping pillows. The use of jumping pillows and playgrounds can result in serious personal injury or death, so it is important that you follow the rules displayed at the entry gate so everyone can have fun safely.

**Laundry** Laundry blocks are provided around the park for guest use. Please see the map provided for locations. We have different payment methods for our machines, QR code, tap and go with credit cards and coin-operated. Change is available from reception and the bistro during opening hours. Washing powder is also available at a small charge from dispensers in each laundry block. Clotheslines are available at some laundry facilities. You can find these on the resort map.

**Linen** All cabins receive a mid-stay service for booking of 5 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 other guests in the park by minimising noise from TVs, music and social gatherings between the hours of 10pm and 8am.

**Parking** One car park is allocated per reservation. Should you need additional parking, please give us a call at reception prior to your arrival to check availability.

**Pets** Dogs must be on a lead and under control at all times. They may not be left unattended.

**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 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.

**Swimming pools** Please note that children under 15 years must be accompanied by an adult at all times in our pools, spas, waterslides and water parks. The use of aquatic facilities can result in serious injury or death, so it is important that you follow all rules displayed within the facilities. NRMA do not provide lifeguards in aquatic facilities. Leisure Attendants are employed to maintain pool rules during peak times, all users must comply with Leisure Attendants directions. Parental supervision is the primary prevention of death and serious injury from drowning.

**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 10pm.

**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 7pm, Pools and Spas 8am to 8pm,  
Galleons Bistro 7am to 9pm, Laundries 6am to 8pm.

**If the office is unattended or you have an emergency please contact 0416 892 994**

**07 5500 8666**

**treasureisland@nrmaparksandresorts.com.au**

**f/NRMAParksandresorts @nrmaparksandresorts**  
**nrmaparksandresorts.com.au**