

BOOMGATE CODE AMENITIES CODE

turtle
sands



Camping

- Beachfront site
- Beachside site
- Powered site

Accommodation

- Glamping tent
- Family glamping tent
- Beach villa
- Beach villa - accessible
- Poolside villa
- Studio
- Studio - accessible
- Beach house

Facilities

- Resort office
- Camp kitchen
- Beach access
- Yarning circle
- E-bikes
- BBQ
- Amenities
- Dump point
- Pool
- The Reserve
- Pool cabana
- EV charging
- Clothes line
- Visitor parking
- Kiosk
- Laundry
- Defibrillator
- Recycling and waste
- Waste only
- MRTC access gate
- Emergency assembly point

Welcome to Turtle Sands

Here's some basic information about your stay. For anything not covered here, please ask at reception. Observe the rules displayed around the resort and follow directions from management to ensure everyone has a pleasant and safe time.

Arrival/Departure Check in is available from 2pm for accommodation and 11am for sites on the day of your scheduled arrival, unless you've made prior arrangements with us. All accommodation/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 discuss with our reception team prior to your departure day.

Amenities Children under 12 years of age must be accompanied by an adult and supervised when using the amenities. Please consider others when using these facilities and leave them in a neat and tidy condition. Facilities are cleaned daily.

BBQ areas Guest BBQ areas are available at the camp kitchen. Please remember to leave the area clean after use and note that open fires are prohibited for fire safety reasons.

Bicycles 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. Due to the risk of injury and/or property damage, the riding of electric scooters and electric skateboards is not permitted at any time.

Dump point A dump point is available for the use of guests. Its location is highlighted.

Emergency assembly point To ensure the safety of all guests, please 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 of staff members.

Fires We do not allow open fires at any time, including charcoal BBQs.

Generators The use of generators is not permitted.

Internet Complimentary Wi-Fi is available throughout the resort for all guests. Please be aware that black spots occur at some locations around the resort. Please ask our friendly reception staff for the login details.

Laundry Machines accept card payments only. Washing detergent is available for purchase from the kiosk. Clotheslines are available outside the laundry block.

Linen All accommodation receives a mid-stay service at day 4 for booking of 6 nights or longer. If you need additional linen or fresh towels, please come and see us at reception.

Noise Please be respectful of other guests in the park by minimising noise from TVs, music and social gatherings.

Pets We do not allow pets.

Rubbish Please ensure all communal areas are kept clean and tidy. Secure rubbish before disposing of it in the bins provided.

Security While we do our best to ensure a safe and secure environment, we recommend you secure your valuable items.

Smoking and vaping Please note that smoking or vaping is not permitted in any accommodation, amenities or common areas.

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

Swimming pool Children under 15 and guests with extra needs must be directly accompanied by an adult at all times in our recreational areas. 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. Turtle Sands does not provide lifeguards in aquatic facilities. Parental supervision is the primary prevention of death and serious injury from drowning. Glass is not permitted beyond the pool gate.

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

Visitors Any visitors you invite to the resort must sign in and out at reception on arrival and departure. Visitors must adhere to the resort's conditions of entry and are 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 wildlife as human food can be detrimental to health and behaviour.



Opening hours

Reception 8am to 6pm (9am to 6pm public holidays)

Pool 8am to 7pm

Camp kitchen and laundry 6am to 10pm

07 4159 2340

bookings@turtlesands.com.au

[turtlesands.com.au](https://www.turtlesands.com.au)

 /turtlesands  @turtlesands

If the office is unattended or you have an emergency please call the after hours number 0476 215 610.

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: Resort 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.