



Thank you for choosing BIG4 Great Lakes Holiday Park as your holiday destination! Please find below the details for your reservation number, along with important check in information.

BIG4 members are eligible for a 10% discount to the maximum value of \$40 - please advise at the time of booking to ensure that your discount is applied. We are happy to assist you with joining the BIG4 network if you are not yet a member, for discounts that will apply immediately and can be used at parks all over Australia.

All base tariffs are based on two guests; additional guests are charged at an extra \$12 per person for sites and \$15 per person for cabins. Infants 2 years and under are no additional charge. Day visitors are welcome however may attract an additional charge, and must register daily at reception.

WELCOME TO THE PARK:

Hours of Operation

The Park office is open 7AM - 9PM Monday-Saturday, and 7:30AM - 9PM Sunday. Over the winter months office hours may be subject to change. We also have an on-site manager who is available 24/7 on the office number for urgent assistance outside of office hours.

Check in is available from 2pm (3pm during High Peak periods), and checkout is 10am. If you wish to arrive or depart outside of the normal office operating hours, please contact the park to make arrangements for payment of your booking and collection leys (where applicable). Early check in and late checkout are available on a request basis only, and may be subject to an additional surcharge.

We ask that if you are checking in on a site after 10pm, that you respect the peace and comfort of your fellow campers, and do not use tent pegs, hammers or anything that could cause

Where are we?

Travelling from the South

Proceeding northwards along the Pacific Highway turn right onto Forster/Tuncurry exit (Failford Road) around 3km north of Nahiab. Follow to the main intersection; then turn right onto the Lakes Way. Travel through the township of Tuncurry, and just before the Forster/Tuncurry bridge turn right into Point Road. If you go over the bridge, you have gone too far! Follow the signs and the road down along Point Road; turn right onto Bay Street, left into Baird Street and to the BIG4 Great Lakes.

Travelling from the North

From the Pacific Highway, take The Lakes Way exit to Tuncurry/Forster and Pacific Palms (approx. 20mins from Taree exit). Continue on The Lakes Way through Tuncurry turning right into Point Road just before the Forster/Tuncurry bridge, following the signs to Great Lakes Caravan Park.

Travel Times to Tuncurry

- From Sydney - 3hrs 30mins
- From Newcastle - 2hrs
- From Brisbane - 8 hrs

ENJOY YOUR STAY:

Information for Cabins

- All the linen, bedding & bath towels are provided, along with basic amenities such as shampoo, conditioner, and shower gel.
- All cabins have reverse cycle air conditioning for your comfort.
- All cabins have cooking facilities including a stove, microwave oven, cook top and fridge and also includes crockery, cutlery and glasses plus basic pots and pans.
- All cabins have TV with DVD player.
- It is our duty of care to advise all parents that the new Australian Standards Recommend that children under the age of 9 years should not sleep on the top bunk as it can be dangerous.
- Cots are available on a request basis only.

Information for Sites

- We have a limited number of large powered sites suitable for buses, fifth-wheelers and large caravans, and ensuites available - please let reception know if you would like to book on one of these.
- Our camp kitchen is available for your use, and features indoor BBQ's, gas cook top, oven, fridge & freezer, microwave, jug and toaster, with indoor and outdoor seating overlooking the pool and playground.
- There are two amenity blocks, including baby bath facilities, disabled bathroom and coin operated laundries. Washing machines and dryers take \$1 coins and are \$5 per load.
- We run an extensive tree-pruning and maintenance program, however despite our best efforts sometimes nature has other ideas. The park takes no responsibility for damage caused by falling branches, or from the elements.
- Please ensure you set up on the grass mats / crusher and slabs; and do not set up on the turfed areas as much as possible. This ensures that future guests can continue to enjoy the greenery.
- Please do respect your site boundaries - if you are unsure; ask the reception or grounds staff for clarification.

Park Facilities & Hours of Operation

Office	7am - 9pm (September-April) and 7am - 7:30pm (May - August)
Shop/Café	7am - late
Jumping Pillow	9am - 5pm 9-10am (<i>Toddler Only time</i>)
Swimming Pool	8am - sunset
Playground	8am - sunset
Camp Kitchen	7am - 9pm

Vehicles

- Sites, bungalows, standard and deluxe cabins are permitted to have one vehicle only, which must be parked in the designated parking spot or on your site. The Villas are permitted two vehicles provided this is advised at the time of booking.
- Extra vehicles may be parked outside the park, which has no parking restrictions. The visitor's car park at the entrance of the park is for day parking only and cannot be used overnight.
- All roads in the park are shared between pedestrians and vehicles. Speed limits are walking pace at all times within the park.

Pets

- We are a pet-friendly park, and would like to extend a warm welcome to all of our 2 and 4 legged friends.
- Please notify us if you are bringing a pet so that we can advise you of your requirements to ensure your stay is a comfortable one.
- Pets are not permitted inside the cabins or villas, however are welcome to stay on the balconies provided (excluding High Peak period).
- During school holidays and peak period; no dogs are permitted in cabins, and a maximum 1x dog allowed per site.
- Dogs must be kept on a lead no longer than 2m at all times while in the park, and, must never be left unattended in your tent or van.

- We have a dog wash area available for your convenience - we ask that your pets use these facilities rather than the human ones.

Bikes & Scooters

- Bikes and scooters are permitted in the park but a helmet must be worn at all times.
- Skateboards, roller blades, rip-sticks and motorised scooters or buggies are not permitted, however there is a nearby skate park that can be used for these items.
- Bikes and scooters are not to be ridden around the buildings, boom gate area, amenities and the recreation areas, and for safety should not be ridden after dark.
- Helmets are available from the office for a refundable cash deposit of \$20.

Water Activities & Lake Access

- There are two private boat ramps in the park for guest use, which have deep water access to the waters of Lake Wallis
- Please advise if you are bringing a boat and/or trailer so that we can advise on parking arrangements.
- Mooring posts are available on the lake foreshore boardwalk for guest use - these are on a first in basis and cannot be booked or held.
- The boat ramp and reserve grass parking areas are for day use only.

Other

- If you want to stay connected whilst you are away we also provide free wireless internet, please ask us at check in for the password.
- Please be respectful of the other guests right to a peaceful and relaxing stay by restricting noise from television, music and social gatherings between the hours of 10pm and 8am. After 10pm Silence is Golden.
- No open fires are permitted in the park, including heat beads and coal/charcoal.
- While we pride ourselves on providing a safe and secure environment, thieves are known to target holiday makers and campers. Please secure your belongings overnight to discourage theft or loss. Should you experience a loss or damage to property, please report immediately to reception.

WE LOOK FORWARD TO WELCOMING YOU SOON!

THE FINE PRINT:

TARIFF PERIODS

- **Off Peak:** All non-peak period booking times.
- **Low Peak:** Autumn (April) and Spring (September/October) school holiday periods
- **Mid Peak:** Easter and October Labour Day weekend periods
- **High Peak:** Summer (December/January) school holidays, Christmas and Australia Day

All rates are current at the time of booking, and are subject to change. Please note that minimum stays may apply over weekends, holiday and peak periods.

DEPOSITS

Please note that a deposit is required for all bookings, and your booking will not be confirmed until this is received. We reserve the right to cancel any bookings made where a deposit has not been received.

- Off /Low Peak:** Deposit equivalent to the **first nights' accommodation** is required with the **balance payable on arrival.**
- Mid Peak:** Deposit equivalent to the **first nights' accommodation** is required with the **balance payable one week prior to arrival.**
- High Peak:** **Sites - \$200 deposit with balance payable by the 1st October**
Cabins - \$500 deposit with the balance payable by the 1st October

CANCELLATION POLICY

There are no refunds for early departure due to weather or if you cut short your reservation or holiday. If you fail to arrive at the park and have not advised the office that you are cancelling or amending your dates; you will lose forfeit any deposit paid.

Off/Low Peak:

- 0-7 days: Forfeiture of deposit unless cabin/site is able to be resold in its entirety
- 1 week-1 month: Deposit held in credit for up to 12 months
- 1 month+: Deposits refunded less a \$30 handling fee, or held in credit

Mid/High Peak:

- 0-14 days: No refund will be given
- 1 week-1 month: Forfeiture of deposit unless cabin/site is able to be resold in its entirety
- 1-3 months: Deposit held in credit for up to 12 months
- 3 months+: Full Credit or Refund of deposit less \$30 administration fee

Looking forward to seeing you soon!