

- DELUXE
 - SUPERIOR
 - STANDARD
 - ECONOMY
 - POWERED SITES
 - ENSUITE SITES
 - LONG TERM SITES
 - COMMON AREA
 - AMENITIES
- BINS
 - FIRE HOSE REEL
 - EMERGENCY ASSEMBLY POINT



Koala Shores Holiday Park

2 Oyster Farm Rd, Lemon Tree Passage NSW 2319
 1800 463 029 reception@koalashores.com.au
koalashores.com.au



Koala Shores
 Port Stephens Holiday Park

Guest Information

Welcome - Please enjoy your stay!

We wish all our guests a safe, happy, friendly and relaxing stay. To ensure you have a great holiday experience, please report any problem immediately so that we are given the opportunity to rectify these issues for you.

Please be considerate of others and ensure your site or cabin and other belongings are kept secure and tidy. Please read the following which applies to all guests and their visitors. We also ask that you observe the rules and safety signs displayed around the park facilities and abide by any health and safety rules directed by management.

GENERAL - FOR ALL GUESTS

ARRIVAL/CHECK IN: 2pm. If you wish to arrive earlier this may be possible, please call reception.

EARLY DEPARTURES: if departing before 9am please see office staff.

FISH CLEANING: Please don't clean fish in the park. It's best to clean them where you caught them.

LOST PROPERTY: Please check with office staff for any lost items.

DOGS: Dogs are welcome on camping sites only unfortunately we do not allow them in school holiday or long weekends as per our terms and conditions.

QUIET TIME: Please observe our "Quiet Time Policy" 10pm - 7am.

RECEPTION HOURS: 9am - 5pm (winter) and 9am - 6pm (summer).

SMOKING: Please note that smoking is not permitted inside any cabins/villa's, near any common areas, entrances or exits, swimming pool. As per NSW Government Guidelines.

SPEED LIMIT: Within the park all roads are shared between pedestrians, bikes and vehicles. Speed limits are walking pace only (5km).

CCTV: Is used throughout the park for the safety and security of all guests.

JUST FOR CARAVAN SITES

Each Caravan Site has room for 1 x Caravan, 1 x Annexe and 1 x Car.

DUMP POINT: See map for location. Please do not empty your waste into amenity block. No nappy disposal please.

TOILETS: Children must be supervised by an adult whilst using Amenities.

JUST FOR CABINS/VILLAS

All cabins and Villas are fully self-contained with complimentary tea, coffee, sugar, milk, soap, shampoo, conditioner and toilet paper to get you settled.

DEPARTURE/CHECK OUT: 10am. If you wish to check out before office hours, please place keys in drop box. Please note we do not refund for shortening your stay. Late Check Out may be possible please ask at reception.

LINEN CHANGES: Extra linen is available on request for a minimal charge. However fresh linen is supplied, free of Charge, if staying more than 7 days. Please contact reception to arrange.

JUST FOR KIDS

BICYCLES/SCOOTERS: may be ridden in the park but helmets must be worn.

CHILDREN'S ACTIVITIES: are held during Christmas, Easter and September School Holiday's.

SWIMMING POOLS: Please ensure you read our Safety Signs and Rules for use of our Pools. All children under 12 MUST be supervised at ALL times. Please note there are NO Lifeguards in our pool area. Children under 3 years of age are asked to wear Aqua Nappies.

EVACUATION PLAN: Please make yourself familiar with our Evacuation Plan in case of any unforeseen emergency. Please remain calm and follow instruction from staff. Meeting Point is outside our Front Office.

FACILITY OPENING HOURS VARY WITH SEASONS. PLEASE REFER TO SIGNAGE ON ENTRANCES FOR TIMES.

NIGHT TIME MANAGER: 0491 051 504, please call if emergency assistance is required.

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