



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



Boom gate access code:



**KoalaShores**  
Port Stephens Holiday Park

## Welcome to Koala Shores Holiday Park.

We wish all our guests a safe, happy, and relaxing experience. We aim to ensure your stay is wonderful, and we ask if there are any issues while here, please report these to us so we can rectify this for you.

We ask our guests to be considerate of all other guests and visitors in the Park and please ensure you keep your belongings secure and safe. Aspen Group takes no responsibility or liability for the loss of items, personal injury, or damage within the Park. Please take the time to familiarise yourself with the below, which applies to guests and visitors of the Park.

## General Information

### Reception

Reception hours are 9am to 5pm seven days a week.

**Check in:** 14:00

**Check out:** 10:00

### After hours

For emergencies requiring police, ambulance, or fire, please call 000. For emergencies within the Park after hours, please call 0491 051 504.

### Wi-Fi

Wi-fi is free up to 300mbps every 24 hours, additional data can be purchased.

### Vehicles:

One vehicle per site is allocated to sites and cabins. Boom gate access is strictly one vehicle at a time.

### NO TAILGATING.

### Speed Limit

All roads within the Park are shared therefore, the speed limit is 5 km please adhere to this at all times.

### Smoking

Smoking is not permitted in cabins, in or near any common areas/facilities, entrance/exists, in guidance with NSW guidelines. Penalties apply.

### Quiet Time

Please observe a quiet period between the hours of 10pm - 7am.

### Pets

Koala Shores is pet friendly. Prior approval is required and T&Cs apply, as outlined on our website. Dogs must be on a leash and not left unattended at any time. Koala Shores does not have an off-leash area, dogs can be exercised off-leash in approved areas outside the Park.

### Visitors

Visitors must check into Reception before visiting and must park in the car park in front of the Park.

### Linen

Fresh linen is provided to cabins every seven days, linen changes outside of this can be arranged with Reception, and charges apply.

### Rubbish

Please use rubbish and recycle bins located in the Park.

### Supervision

Children are to be supervised at all times, including in amenity blocks.

### Lost Property

Will be kept for three months and items requiring postage will be at guests expense.

### Evacuation Plan

Please familiarise yourself with the park evacuation plan and assembly point in case of any emergencies. In the event of an emergency please follow the instructions of the staff.

### Fish Cleaning

Koala Shores does NOT allow fish cleaning within the Park, please clean before entering.

### Septic Systems

Koala Shores works on a septic system, please do not flush foreign objects down the toilets.

## Facilities

### Laundry

Communal laundries are located in the park and are open between the hours of 8am and 9pm. Machines are coin-operated and coin exchange is available at Reception. Please do not erect clotheslines within the Park for the safety of other guests.

### BBQ Areas

Are located in the Park (please see map) for your use. Please leave these areas clean after use.

### Camp Kitchen

Is located in the Park for guests to use. Please ensure these are left clean and tidy after use.

### Amenity Blocks

Are located in the Park, open 24 hours a day and cleaned daily by park staff.

### Dump Point

Are located in the Park. Please do not empty your waste in the amenity blocks.

### Eateries

Koala Shores has a limited food and beverage options available at Reception. Items are available during operation hours.

## Fun Stuff

### Pools

Please adhere to pool rules whilst using the facilities. Please see the rules and opening hours in the pool area.

### Bikes and Scooters

Bikes and scooters are permitted in the park, helmets MUST be worn at all times. Please do not ride after dusk.

### Recreation Room

Recreation room is located within the Park and is available for guests use. This area is cleaned daily by our staff. Please check venue for opening hours.

### Bouncing Pillow

Bouncing Pillow rules are to be followed whilst using the facilities. Please see rules and opening hours in Kids Zone.

### Fire Pit

The communal fire pit is seasonal, registration for use with Reception is required. Terms and conditions apply, only wood supplied by the Park is to be used.

### Kids Activities

Children's activities are held within the Park during Christmas, Easter, and September school holidays. Please see the activities board.

