

# DAY VISITOR AND BIRTHDAY PARTY TERMS & CONDITIONS

## **GENERAL INFORMATION**

The primary purpose of the Water Park is for children 12 and under. Teenagers and adults need to be mindful of this purpose and be aware that the speed at which they can launch themselves down the slides can be dangerous and it is unacceptable.

NO Bookings will be accepted for birthday parties for children over 12 years of age.

## **SHIPWRECK ISLAND HOURS OF OPERATION**

Shipwreck Island is generally open from 9am to sunset. When circumstances/ issues outside of our control arise there may be a delay in opening the water park or it may be shut at times throughout the day to ensure safety for all guests.

All visitors must come to reception to register prior to entering the resort and must checkout at reception by 5pm on the day of the visit.

## **POOL RULES**

- There is no glass allowed in the pool area at any time.
- There is no Life guard on duty so please ensure all children are always sufficiently supervised. Parents are responsible for their children's actions
- Only 1 person to slide down the slide at any time.
- NO climbing on the waterfalls or rock features
- NO running, pushing, bombing or diving in the pool area.
- NO food or drink is allowed to be consumed in the pool area
- For the safety of all guest, no person with known communicable diseases, or ill with vomiting or diarrhea within the last 2 weeks should swim in the pools
- Children with nappies must wear protective covering and waterproof nappies
- Persons under the influence of Alcohol or Drugs are not permitted to use the pool
- NO smoking in communal areas (including, but not limited to Pool, camp kitchen, kids play areas)

## **JUMPING PILLOW RULES**

- Take your shoes off and leave your socks on
- Play nicely, no rough stuff
- No activities that will put you or others at risk (that means NO somersaults)
- Let the little kids have a go
- NO food, drinks, glass or sharp objects to be used or consumed on the jumping pillow
- All bikes and scooters to be left in allocated bike racks when not in use
- DO not jump on pillow if deflated
- Children under 12 must be supervised by an adult while on the jumping pillow

## **GENERAL RULES FOR DAY VISITORS**

- BBQ facilities are provided in the camp kitchens for you to use. Please make sure that you leave them clean and ready for the next guest.
- It is a condition of stay that guests provide valid credit card details which will be held as security for the day. The person registering as the guest shall be liable for any loss or damage and will be deemed responsible for paying all charges associated with this booking. Credit card details are automatically deleted after you booking is checked out.
- As a day visitor you must abide by all Resort rules printed on the reverse of the Resort Map provided to you upon check in and comply with the terms and conditions outlined in this confirmation, which includes cancellation and refund policy.
- As a Parent/Guardian I agree to ensure my children and those of my guests, obey all rules displayed on signage associated with all play and activity equipment, swimming pool and bike and scooter riding within the park. I accept responsibility for any misadventure resulting from disregard of the rules.
- Management wishes to advice guests who engage in any recreational activity, on or near the park, that they do is at their own risk.
- Any photos taken within the Resort that may include me and/or my children may be used for purposes of publicity and marketing either by print or electronic means. If not I shall inform the photographer at the time.

## **DAY VISITOR / BIRTHDAY PARTY CANCELLATION POLICY**

If you cancel within 24 hours of making your booking you will be refunded the total tariff.

After the 24 hour period, the below conditions apply. When a guest provides:

- MORE THAN 30 DAYS NOTICE from due arrival date - total payments received, less a \$10 Administration Fee will be refunded to your Credit Card.
- LESS THAN 30 DAYS NOTICE from due arrival date - total payments received, less a \$10 Administration Fee will be held in Credit, to be used at BIG4 Sunshine South West Rocks within 6 months of the cancellation date. This credit is transferable to another guest reservation, but if not redeemed within 6 months will be forfeited in their entirety.

## **NSW SCHOOL HOLIDAYS/XMAS/LONG WEEKENDS & SPECIAL EVENTS**

Day visitor/ Birthday Party bookings will be accepted at the discretion of management in NSW school holidays/XMAS/ Long weekend and special Events weekends.

We reserve the right to refuse admittance to any person or persons who do not abide by the rules of the Resort