



By making a booking at Etty Bay Cabins and Caravan Park you agree to abide by the booking terms and conditions and the Park Rules.

PARK RULES

After Hours

For after hours support, please call 07 3559 2001. For any emergencies, please call 000.

Behaviour

Guests and other occupants of the Park are to treat each other with respect at all times. Behaviour that is objectionable such as drunkenness, bullying, interferes with the reasonable peace, comfort and privacy of others and/or causes serious nuisance will not be tolerated.

Anyone that has harassed, intimidated, verbally abused and/or displayed disruptive behaviour that puts others at risk will result in the involvement of the QPS and immediate eviction from the Park.

Cancellation and Refund Policy

Guests are able to cancel their booking at any time. For cancellations with at least 48 hour notice, an option of refund or credit on the guest account can be offered. For cancellations with less than 48 hour notice, a credit on the guest account can be offered. No refund will be offered to early departures. Instead, a credit on the guest account will be offered.

A refund fee of 5% of the paid amount applies to all refund requests.

Certain refunds will require management approval for special circumstances, which may take up to 72 hours.

Escape Parks is committed to providing quality service, however at times unforeseen circumstances may cause management to cancel a booking. Management reserves the right to cancel a booking if it is deemed that it will cause harm or disruption to the operations and safety of the guest.

A full refund of any deposit or monies paid will be provided for any cancellations made by Escape Parks.

Check-in and Check-out

	Cabins	Sites
Check-in	1500h	1100h
Check-out	1000h	1000h

Late check-in can be arranged with the Escape Parks team upon booking or prior to arrival.

Children

Children must be supervised by a parent/guardian at all times.

Dump Point

There is no dump point on the Park premises. The closest dump point is located in Innisfail, opposite the Barrier Reef Motel along the A1 Highway.

Laundry

Laundry is available for all guests. To access, guests are to ask for the laundry key at the reception office.

Noise

Everyone is entitled to quiet enjoyment of the Park. For the comfort and convenience of all guests, noise must be kept to a minimum at all times and must not cause a nuisance to other guests.

Noise curfew is from 10.00 pm to 7.00 am.

Camp Fires

Fires are permitted in the park as long as they are contained and off the ground, in an appropriate fire pit or brazier. Fires are strictly prohibited in the beach area.

Pets

No pets are allowed within the Park or the surrounding areas.

Power Box

Each powered site has an allocated power box. Guests are not to connect their lead to an alternate power source without approval from Escape Parks.

Site Allocation

Sites are allocated according to availability and are determined by the size of the setup given to Escape Parks team by the guest at the time of booking.

Site numbers are not guaranteed and Escape Parks may change allocation without prior notice.

Site Fees

Site fees are reviewed yearly and are subject to change without notice.

Site Occupation

The following guidelines are to be adhered to as part of the stay at the Park:

- A maximum of five (5) people only are allowed per powered site or campsite.
- Only one (1) setup is permitted per site. For example: one tent or one caravan or one motorhome per site only.
- Sites must be kept clean and tidy.
- Guests are not permitted to dig a hole or a trench.

Smoking

Smoking is not permitted in any of the Park amenities at all times.

Speed

The speed limit within the grounds of the Park is 8 kph (walking pace). All traffic signs and directions must be adhered to.

Vehicle

As part of their stay, guests are only allowed one vehicle per site. Guests are required to park their vehicles within their allocated site only. Extra vehicles must be parked on other allocated car parking spaces or outside of the confines of the Park. Unregistered or unroadworthy vehicles are not permitted.

Wildlife

Etty Bay is home to the southern cassowary and other wildlife. For the safety of the guests and the wildlife, feeding and getting in close contact with them is not permitted at all times. Children must be supervised at all times when viewing the cassowary and other wildlife.

If there are any issues that require attention, please see the Escape Parks team. By making a booking and staying at Etty Bay Cabins & Caravan Park, you agree to comply with the Park Rules.

We hope you enjoy your stay with us!

