



8-10 Philp Parade

Terranora Inlet

**RIVER  
RETREAT**  
CARAVAN PARK

ENJOY YOUR STAY

**Our Pet Policy**



**Being a pet friendly park we welcome tourists with pets subject to the following:**

- **Pets must be leashed at all times whilst not in your caravan, tent or accommodation and not just confined behind any fence**
- A leash must be no more than 2 metres in length. This includes no dog 'runs' to be set up
- The owner must clean up after the dog at all times
- If dog droppings are found or left on a site that a guest has occupied with a dog a fee will be charged to remove.
- Dogs must be up-to-date on all vaccinations. Proof of vaccinations will be required at time of check-in
- Do not allow your pet to urinate or leave a mess of any sort, on any other guest's site or property.
- Pets are **NOT** allowed in onsite park accommodation or facilities at any time with exception of the Tourist Dog Friendly Cabin ONLY. (No cats are permitted)
- Pets must not be left alone, on-site, at any time during the guests stay. Enquire at reception for current pet minding services.
- Pets must not be allowed to bark or indulge in antisocial or destructive behavior. As the pet owner you accept full responsibility for any personal injury or damage caused by your pet whilst in our park.
- The park washing machine, laundry trough and driers must not be used for washing pet bedding
- The Park laundry, ablution facilities, pool and barbeque areas are out of bounds to all pets at all times and under no circumstances may they be used for bathing pets
- We regret we are unable to permit very large dogs or dogs of a breed that may cause other guests to experience anxiety or fear for their safety.
- We will not accept a dog in the community that has been declared to be a 'menacing' or 'dangerous' dog, or it is a breed or cross breed of a 'restricted' dog, as defined in the Companion Animals Act 1998 (NSW). Restricted dogs include the following breeds: american pit bull terrier (or pit bull terrier), Japanese tosa, dogo Argentino and fila Brasileiro.
- **Fences are not permitted to be built on any grassed areas.**
- Small portable enclosures under annexe area only by prior arrangement with management.
- The decision to allow a guest with a pet into the park is at the managers absolute discretion at all times
- The manager reserves the right to ask any guest with a pet to leave immediately if the above rules are not complied with or the pet is causing a nuisance.

**These conditions are aimed at ensuring everyone has an enjoyable stay at our park. Please consult the managers for any further information you may require. PLEASE READ PARK RULES ON THE BACK OF THIS HANDOUT**



## GUEST INFORMATION

- Amenities closed for cleaning 11am-1pm daily. Disabled is open for toilet use only (no showers) during this time.
- Laundry: 4 x \$1 coins are required for washing machines and dryers
- To ensure everybody has a happy time with us, please be considerate of fellow guests
- Office Hours: Mon - Fri: 8am-12pm & 1pm-5pm. Sat, Sun & Public Holidays: 9am-1pm
- Daylight Savings Hours: Mon - Fri: 9am-12pm & 1pm-6pm. Sat, Sun & P/Hol 9am-1pm
- Emergency contact number : (07) 5524 2700

### TOURIST PARK RULES:

- Noise will not be tolerated between 10 pm to 7 am.
- It is your responsibility to remove any rubbish from your site and placed (wrapped) in bins
- All Site holders are responsible for:
  - All visitors fees and behavior
  - Reporting all visitors upon arrival.
- Site Fees allow one caravan/motor home/tent per site, plus one car ONLY
- One car per site. All visitors and extra cars must park outside the park. Do not park on empty sites or you will be charged the daily rate.
- No alcoholic beverages are to be consumed outside of your site. No alcohol to be consumed in any public area of the park. If any person becomes intoxicated they must stay indoors.
- Repair or servicing of any vehicle or caravan is NOT permitted on site. Minor cosmetic repairs may be carried out by prior arrangement with park managers.
- Trenches are NOT to be dug anywhere around a site. If issues due to rain please notify reception to be moved to another site. Digging up our sites at all will incur a charge to repair.
- NO open fires, solid fuel BBQs or fire crackers are permitted at any time.
- Barbecue area – Please leave clean and tidy.
- Please do not smoke in or around, amenities block, BBQ, camp kitchen or laundry.
- Please dispose of cigarette butts in the correct manner.
- No clotheslines to be erected outside or around Sites. (Clothes lines are at laundry)
- Any washing of cars, caravans or boats please ask at reception

- Boats should be secured on trailers and parking arranged with park managers prior to arrival.
- Plastic tarps are not permitted to be used to cover vehicles, caravans or as a temp. cover over other items.
- If required for emergency purposes please discuss with management.
- Pool Enclosure: This swimming pool is unsupervised and is used at your own risk. Children must be supervised by an adult at all times. Owners of this pool accept no liability for any loss or injury
- The pool is 1.2 metres in depth. No glass, surf/boogie boards or inflatable toys are allowed in pool or surrounding area at any time. No diving, bombing or running in pool area.
- Management reserves the right to remove any person from the pool area who is breaking the pool rules.
- All children must be accompanied and supervised by an adult when visiting the showers, toilets, laundry and swimming pool areas.
- Children/Teenagers are not permitted to loiter around the park after 10pm unless accompanied by an adult.
- Helmets are required whilst riding bikes, skateboards, scooters or rollerblades.
- No riding bikes, skateboards, scooters or rollerblades after street lights are on.
- No riding bikes /scooters/skateboards around amenities block, BBQ/ camp kitchen area
- With children's safety in mind all vehicles, bikes, scooters, roller blades are restricted to 8kms (walking pace). Roads are shared with pedestrians whom have right of way at all times.
- River Retreat Caravan Park accepts no responsibility for vehicles and their contents whilst in the Park.
- Management accepts no responsibility for items lost or stolen (please secure your belongings).
- Any person disorderly, drunk or abusive in any way will be evicted from the park (no refunds).
- Any person who disregards Park Rules will be evicted immediately.
- Management reserves the right to terminate occupancy at one hours notice.

**PLEASE VACATE YOUR CAMP SITE BY 10AM  
ON MORNING OF DEPARTURE.  
RETURN KEYS TO RECEPTION - THANKYOU**

Thank you for choosing the River Retreat Caravan Park.