Safety Messaging

Welcome to our Park

Thank you for choosing to stay with us at Discovery Parks. The following information is provided for your convenience to help make your stay more enjoyable.

Ablution Blocks
Are open 24 hours for your convenience, however they are closed for cleaning at periodic times throughout the day (check cleaning times at the entrance of each block for more detail on closure periods). Please consider others when using these facilities and leave them in a neat and tidy manner. Children must be supervised by an adult in the ablution blocks at all times.

Camp Kitchen
Is provided for your convenience. Please leave it clean and remove all rubbish and personal items after use.

BBQs
There are several free BBQ areas located throughout the park. Please leave the BBQs and area clean after use for other guests.

Washer, dryers, clothes lines
Are provided for your convenience. Guests are asked not to hang laundry around their sites or accommodation units.

Dump point
Is available on the property.

Check-out
Usual check-out time is 10.00am. If you require a later check-out please enquire at Reception. Unplanned late departures may incur an additional charge.

Extend your Stay
If you are considering extending your stay, please speak to someone at reception prior to your scheduled departure date. Though you are welcome to extend your stay in our park, we can only guarantee your cabin or site to the departure date shown on your booking.

Forward Travel
Let us know if you require assistance with your onward travel arrangements. We have a relationship with a number of parks across the region that we would be happy to recommend and book ahead on your behalf.

Cancellation
No refunds are given for early departures or cancellations once arrived.

Parking
Parking is limited to one car per cabin or one car per site unless otherwise arranged with Management. Please park your vehicle in the designated area for your cabin or site.

Electric Vehicle, Light Electric and other Electric Mobility Devices
To protect our guests, team members and parks, electric vehicles (EVs), plug-in hybrid electric vehicles (PHEVs), electric bicycles (e-bikes), electric scooters (e-scooters) and other battery-powered mobility devices must be used safely and in accordance with the following requirements.
The following is not permitted:

Electric vehicles and plug-in hybrid electric vehicles

- Charging an EV, PHEV or other electric mobility device from a standard caravan, campsite or cabin power outlet is NOT permitted. In a genuine emergency, charging may only occur with prior approval and direction from Park Management.
- Using extension leads, double adaptors or improvised charging equipment.
- Running charging cables across roads, pathways, stairs, decks, out of windows or through public access areas.
- Using damaged charging equipment or creating a trip, fire or other safety hazard.

Light Electric Devices (eBikes and eScooters)

- Using non-approved, modified or damaged charging equipment, including cables not supplied or approved by the device manufacturer.
- Leaving e-bikes, e-scooters or other light electric mobility devices unattended while charging or charging them overnight.
- Riding faster than the permitted park/property speed limit.
- Riding in reception areas, boom gates, amenities, camp kitchens, playgrounds or other pedestrian areas. Devices must be walked in these locations.
- Riding after sunset or before sunrise.
- Riding without a helmet.
- Riding in a dangerous manner.
- Riding under the influence of alcohol or drugs, or while using a mobile phone or other handheld device.

Park Management may require any unsafe or unauthorised charging arrangement or unsafe use of an electric mobility device to cease immediately.

Failure to comply with any reasonable direction from Park Management may result in charging being stopped, restriction of device use, cancellation of your stay or eviction from the park in accordance with our Terms and Conditions.

Our friendly Reception team can advise whether an authorised charging outlet or approved charging arrangement is available within the park and, where it is not, recommend the nearest public EV charging station.

Reticulation

We use reticulation throughout the park at various times. If you have personal property prone to water damage, we encourage you to leave these items inside.

Risk warning, liability exclusion and acknowledgment

Discovery Parks provides facilities and equipment for its guests to enjoy for leisure, recreation and enjoyment, in conjunction with their stay. Recreational activities provided depend on what is available at each park.

Participation in available recreational activities involves risks, including the risk of personal injury and death.

You and your children must obey all warning signs that are displayed in relation to particular recreational activities.

You and your children must use all safety equipment provided by Discovery Parks.
Before you participate in recreational activities, or you permit your children to participate in Recreational activities, you should ensure that you are aware of, and properly understand, all of the risks involved, and that those risks will include any particular risks associated with any health condition from which you suffer or which your children may suffer.

By signing the Guest Registration document at check-in, you acknowledge, agree and understand that your participation in the recreational activities provided by Discovery Parks may involve:

- Risks generally, which may be obvious, unavoidable or inherent; and
- Particular risks as described.

You also acknowledge, agree and understand that:

- you participate in the recreational activities voluntarily and at your own risk and that you permit your child or children to do the same; and
- you (or the person for whom or on whose behalf you are acquiring the recreational activities) agree to waive and/or release Discovery Parks, its servants and agents, from all liability arising out of or in connection with the use of the recreational activities.

Guest information

In order to ensure that you have the best possible experience while staying with us, it is necessary to highlight some of the Park Rules that we ask all guests to adhere to:

- Helmets must be worn at all times when using bicycles, skateboards, scooters or any other wheeled toy.

- Unruly or offensive behaviour may result in immediate eviction.
- Smoking is not permitted in any park facilities and common areas. If you smoke in your cabin, we will charge you a fee of up to $500 for upholstery and carpet cleaning.
- Any damage caused to the park facilities and common areas will incur a charge of up to $500.
- Rooms or cabins left in an unsatisfactory state will incur a cleaning charge of up to $500.
- All guests are to abide by the signed speed restrictions in the park.
- All visitors to the park must report to the office and sign in on arrival.
- Payment of total outstanding tariff is due at the time of check-in unless arrangements have been made with management prior to arrival. Any additional charges incurred after check-in must be paid in full at the time of being incurred.
- 2pm check-in and 10am check-out applies to all bookings unless arrangements have been made with management prior to arrival.
- Discovery Parks will not be liable for any damage, theft or loss of property.
- Failure to abide by the booking Terms and Conditions and the Park Rules may result in immediate eviction without refund.
- We reserve the right to refuse entry into Discovery Parks. A full refund will be issued under these circumstances.
- Persons under 18 years of age must be accompanied by a parent or guardian.
- Animals are not permitted in cabins/rooms unless arrangements have been made with management prior to arrival.

Personal safety – camp sites
Power leads must be 15amp and neatly placed on your site. Please do not erect temporary clothes lines around your site. Waste water is to be emptied into sullage provided. For your own safety, we suggest that you carry torches at all times during the dark hours to prevent personal injury.

Security
Please secure your car by locking it and lock your accommodation when you leave it.

The safe and secure stowing of your possessions is your responsibility. Please do not leave items of value unattended.

We encourage you to:
- Use all locking devices provided and ensure windows and sliding doors are locked properly.
- If you see or hear any suspicious activity, please report your observation to management.

Health and safety information

Discovery Parks is operated, managed and inspected in accordance with the Work Health and Safety Legislation, relevant to each State and Territory.

Discovery Parks is a member of the Caravan Industry Association of Australia (CIAA) and follows all industry associated guidelines and best practices.

Fire Safety
As part of our Health and Safety Management System, Discovery Parks has developed procedures to be followed in the event of a fire and training has been given to key personnel. Fire appliances and equipment are provided in case of an emergency and are inspected regularly. Please follow emergency instructions at all times.

First aid
There are trained First Aid Officers located at each of our parks. Only basic first aid treatment can be provided. If you are injured at one of our parks, please report it to reception as soon as possible.

Duty of care
Please ensure you report all safety concerns to reception as soon as possible. You are reminded that you have a duty of care to protect your safety and the safety of others and not to participate in dangerous behaviour. Children must be supervised at all times.

Restricted areas
Restricted areas are indicated by signage. Some areas are restricted by barriers, fencing, secure gates or signage where necessary. Discovery Parks employee work vehicle areas, chemical storage areas and workshops are restricted areas to prevent access to potential hazards. Some Discovery Parks have perimeter fencing and monitored entry/exit points. Where fencing is not provided, please follow the safety signage at all times.

Safety signage
As part of our health and safety management system, Discovery Parks utilises signage throughout the park, indicating guidance/instruction to guests. Many hazardous areas have signage to warn of the risk, such as bunk beds in cabins or open water, such as creeks or ponds. Further safety information is available upon request from reception. We ask that you read and obey all park safety signage at all times. This includes the safety signage and safety requirements that may be specific to the park in which you are staying

Behaviour
All guests have a right to quiet and peaceful enjoyment during their stay with us. Excessive noise, unruly behaviour, drunkenness or bad language will not be tolerated and those responsible may be immediately evicted from the park.

Emergency procedures

Do not stay in your accommodation or in the park if you have been directed to evacuate.

Emergency assembly area
- Is signposted
- Location is shown on Park Map

Emergency management
Each Discovery Park has an Emergency Management Plan. In the event of an emergency, please follow the direction of Park Management or a Discovery Parks employee. Please ensure you familiarise yourself with the location of the

designated emergency assembly area. This area will be signposted and will also be documented in the Park Evacuation Diagram, which is located in park communal areas.
In the event of an emergency, please remain calm, follow instructions from staff and stay at the emergency assembly area until informed otherwise by Park Management.

Park management reserves the right

- To relocate or cancel any reservation at any time;
- To remove, without notice, any person(s) who contravene park rules and regulations as outlined within this document and/or behave in an offensive or disorderly manner that affects the wellbeing of the park and its users.