



the retreat Port Stephens

Management and staff would like to take the opportunity to welcome you to The Retreat Port Stephens. We are also available to assist you with all your holiday enquiries including a full booking service.

The office is open for your convenience between the hours of 8.30am – 7.00pm 7 days a week.

There are a few simple rules to observe and obey while staying with us to make everybody's holiday more enjoyable.

- Please observe maximum speed limit of **5km/h** in and around the grounds
- Only park in designated areas.
- All visitors must report to the office on arrival and pay visitor rates
- Children must be under direct adult supervision at all times
- The pool is open between the hours of **7am – 10pm**. All children are to be supervised while in the pool area. Please read to pool rules
- Games room is available for all guests to use. All equipment is to be treated with respect and any damaged items are to be paid for. The games room closes at 10pm
- Camp fires are not to be lit until checking with the office if there are any current fire bans.

- Please do not leave any rubbish around the grounds as we do have wildlife that live in the park and this may be hazardous to these animals.
- Please clean the BBQ and tidy any common areas after use so others can use them after you have finished.
- Please consider the comfort of other guests and restrict noise between the hours of 10.30pm and 7.00am
- We understand accidents do occur but all breakages must be reported and paid for prior to checkout (your honesty in this matter is appreciated)
- Any person or persons whose behaviour is deemed unruly or offensive to other guests will be asked to vacate the park at the request of the Management.
- Please leave buildings in a clean and orderly fashion. All dishes are to be washed, dried and put away and if any items have been moved between buildings they need to be returned to the correct building. There is a check list on the pantry door. A cleaning fee may be applied if buildings are left in an unsatisfactory condition.
- No Smoking in any buildings or in the pool area.
- Please return all keys upon departure to the office. Failure to return the keys will have a charge of \$30 per set.

Checkout time is by 10.00am. Where possible a later checkout time may be made available, please check with the office prior to your checkout date.

We hope you enjoy your stay with us and look forward to hearing your feedback on The Retreat