



Sunset
TOURIST PARK MOUNT ISA



Proudly Mount Isa's only locally owned and operated Park!

WELCOME

Thank you for choosing to stay with us. The following guidelines are to assist you and other guests to make your stay enjoyable. We are committed to making Sunset Tourist Park a place to which you will want to return. If you have any special requirements or need our help, please ask. We welcome all suggestions.

Please like our Facebook Page for all the latest goss [Sunset Top Tourist Park | Facebook](#)

Experience Mount Isa with many local tours. All tours can be booked on arrival here or email us before you arrive. We don't want you to miss out.

2-hour City Tours, Mount Isa Underground Hospital, Underground Hard Times Mine tour and many more

BBQ AREAS/CAMP KITCHEN

- There are two FREE gas BBQ areas within the park.
- Please leave BBQ and surrounding area clean after your use.
- Do Not leave BBQ unattended whilst cooking. Please switch off the gas when finished.

BICYCLES/SCOOTERS/SKATEBOARDS/ROLLER BLADES

- These are allowed during daylight hours, all persons must wear helmets.
- These items are not to be used in the main entrance/exit area.

DEPARTURE/CHECKOUT

- All accommodation/sites to be vacated by 10am on day of departure.
- **Late Checkout - Fees apply** if you'd like to extend your stay (depending on availability) please make arrangements with staff as soon as possible.
- All breakages or damage to park property must be paid upon departure.

MANAGEMENT

- Reserves the right to evict any persons causing problems.
- Laws provide for the eviction from the park of all intoxicated or drug affected persons or those whose behaviour or language is offensive.
- Persons evicted will not be refunded and future booking rights will be forfeited.

NOISE

- Please consider others within the park by restricting noise from music and social gatherings between the hours of **9.30pm - 7am**.
- If you have a concern about noise, please contact the managers so action can be taken. After hours phone number is displayed on the office reception. Management is on site 24hrs.

PARKING

- Parking is allocated for all sites/accommodation (one car space per

site/accommodation).

- Please do not park on the roadways.

SECURITY

- Please lock your cars, caravans, and accommodation at all times.
- Don't leave personal belongs out.
- Management cannot accept responsibility for theft of personal possessions.

VISITORS

- All visitors should be registered on arrival.
- Registered guests are also responsible for their visitors' behaviour.

MAGNESIUM SWIMMING POOL & ABLUTION BLOCK

- Children under the age of 12 years must be supervised by an adult at all times. Pool towels are available at reception.

FIRES

- All fires are permitted only within a firepit and not on the ground.

CAR/BOAT WASHING – Due to water restrictions

- No washing of cars, boats or caravans. Car wash available on the corner of Marian and Atherton sts, **for cars only**.

EMERGENCY EVACUATION

- Please call 000 in the event of an emergency.
- Points are located at the car park entrance.
- If an emergency occurs staff will notify you.
- Please don't attempt to move your vehicles unless directed.

DOG POLICY – your dog receives a smacko on arrival

- This policy has been formulated to assist in providing a cohesive environment for all at Sunset Tourist Park.
- Dogs are permitted in certain cabins only. Fee applies for Dogs inside our Dog friendly cabins.
- The dog is to be kept on a leash at all times within the Park and not left unattended.
- Dog droppings to be scooped up immediately and placed in a plastic bag to be disposed of at bin station.
- Barking or aggressive behaviour will not be accepted and you may be asked to leave.
- Dog park and dog wash located close to park in Commercial Road

ACCOMMODATION

- Linen is provided in all the cabins, Bunk beds have linen but not made up.
- We reserve the right to move guests to the accommodation of our choice within the requested category.

DEPOSITS & BOOKING INFORMATION

- A deposit (minimum 1st night in full) is required to secure each reservation within 1 month of arriving on the original booking. No reservations will be guaranteed without a deposit. **(RODEO bookings 1st night deposit due by April 1st and full payment by 30th July)**
- Balance is to be paid upon arrival
- Minimum nights stay on bookings applies for special events and peak times.

TERMS & CONDITIONS OF AGREEMENT

1. **Check out time is 10am.**
2. All keys are to be returned on check out.
3. All Guests shall accept liability for themselves, their children, furniture, fixtures and all the fittings in the accommodation and within the park.
4. Guests must comply with park rules & regulations as a condition of stay, as given to when checking in.

5. Sunset Tourist Park shall not be responsible for personal injury, or be liable to compensate guests for loss, theft or damage to any vehicle or personal property on or brought into the premises.
6. Sunset Tourist Park suggests that guests securely lock their accommodation, caravan & vehicles.
7. You agree any charges for services to you, not billed at the time of departure, may be added to your account for settlement as arranged.
8. or may be charged to your credit card used to pay the account at time of departure for all breakages, damages, missing items, extra guests or
9. accommodation left in an untidy manner will incur an additional cleaning cost at \$50 p/hour upon notification. Smoking in accommodation will incur a cost of \$250.
10. A 1.1% surcharge will apply for Visa & Mastercard.

PLEASE NOTE

- **Check in time is after 2pm for accommodations and after 11am for Sites (depending on availability). Check out time is 10am.**
- No Cheques are accepted for the balance of the booking upon check in, Cash or Eftpos only is accepted.
- All arrivals after 6pm prior payment is required, we will leave an envelope with instructions on the door for you.
- This reservation has been accepted for the number of guests stated. Additional guests will incur further charges and/or the requirement for additional sites. All Tariffs quoted are subject to change without notice.

CANCELLATION POLICY EXCLUDING RODEO WEEKEND

- If cancellations occur within 21 days of arrival, your deposit can be retained in your client account to use at another time, or a refund can be paid.
- All cancellations must be in writing
- 'No show' bookings will forfeit all monies paid.
- If cancellation occurs within 7 days of arrival date a \$25 administration fee will apply to each accommodation booking and \$10 for a Site booked. All refunded monies will be paid by credit card or direct deposit.

- REFUNDS ARE NOT GIVEN ON PREMATURE CHECKOUTS UNDER ANY CIRCUMSTANCES AT ANY TIME.

We look forward to welcoming you to Sunset Tourist Park.

Please do not hesitate to contact one of our friendly reception team if we can be of any further assistance.

Safe travels and we will see you soon!