



Sunset Tourist Park
14 Sunset Drive Mount Isa
Queensland 4825
Free Call 1800786738
www.sunsettop.com.au



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 also welcome any suggestions.

BBQ AREAS

- There are 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.

CAMP KITCHEN

- There is one camp kitchen in the park, please leave clean after your use.

DEPARTURE/CHECKOUT

- All accommodation/sites to be vacated by 10am on day of departure.
- Early departures should you wish to depart before reception opens; please make alternate arrangements the day before.
- **Late Checkout - Fees apply** if you'd like to extend your stay (depending on availability) please do so before 8.30 am.
- 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 **10pm - 5am**.
- 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 are on site 24hrs.

PARKING

- Parking is allocated for all sites/accommodation (one car space per site/accommodation).
- Please do not park on the roadways.

CLOTHES LINES

- No temporary clothes lines are permitted.

REFUND/CANCELLATION

- Details of our policy is available at reception, please note that we are unable to refund any monies for late arrivals, early departures or in the event of inclement weather.

SECURITY

- Please lock your cars and accommodation when you leave them.
- Management cannot accept responsibility for theft of personal possessions.

VISITORS

- All visitors should be registered on arrival (fees apply).
- Registered guests are also responsible for their visitors' behavior.

SWIMMING POOL & ABLUTION BLOCK

- Children under the age of 12 years must be supervised by an adult at all times.

FIRES

- No fires are permitted at any time.

CAR/BOAT WASHING

- No washing of cars, boats or caravans.

EMERGENCY EVACUATION

- Points are located at the car park entrance.
- If an emergency occurs staff will notify you.
- Please don't attempt to move your vehicles.

Wi Fi

- Is available \$5 per 24 hours.

DOG POLICY

- This policy has been formulated to assist in providing a cohesive environment for all at Sunset Tourist Park - Mount Isa.
- Some breeds not accepted.
- Dogs are permitted in certain cabins only. Fee applies for Dogs inside our Dog friendly cabins.
- The dog must be less than 15 kilograms.
- Generally only one dog per site (some variations may apply).
- 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.

ACCOMMODATION

- Linen is provided in all of the cabins
- There is no linen provided on the bunk beds in the Cabins Linen packs are available for \$15 per bed.
- We reserve the right to move guests to the accommodation of our choice within the requested category.

PARKING

- Parking is for one car space per site.
- Visitors should park their car in the visitor parking area at the front of the property.
- No visitor cars are allowed in the park without consent from management.

BOOKING INFORMATION

- A deposit (minimum 1st night in full) is required to secure each reservation within 7 days of making the original booking. No reservations will be guaranteed without a deposit.
- Balance is to be paid upon arrival (personal cheques will not be accepted on arrival for payment of accounts).

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,
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 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 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.

Pre Payment for Rodeo Weekend.

Full Payment will be required to be paid in full for 2 persons only by no later than June 30th.

8.

PLEASE NOTE

- Check in time is after 2pm (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 notice must be given.
- Please leave a contact mobile number.
- 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 cancellation occurs within 7 days of arrival date then your deposit is forfeited.
- If cancellation occurs after 7 days of arrival date a \$30 administration fee will apply. All refunded monies will be paid by direct deposit at the start of each month.

CANCELLATION FOR RODEO WEEKEND

Any cancellation within 30 days of arrival then all prepaid money and deposit will be forfeited. Outside 30 days will incur a \$30 administration fee.

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

Traveller Accommodation Providers (Liability) Act 2001

Just occasionally the Government actually does something that makes your life a little easier, they set out to achieve something and they get there. This act is good for you, it manages your risk and has the potential to save you money.

At one time the Innkeepers Act was in place but this has been replaced, as far as we are concerned, with the Traveller Accommodation Providers (Liability) Act 2001.

This act only applies to travellers (tourists) and then only to the ones who stay in your on-site accommodation. What it does is restrict your exposure to financial liability if a tourist, staying in your on-site accommodation, has something stolen from that accommodation. Obviously the tourist would have to report the loss to the Police and be able to substantiate their loss, but let's assume that this has happened.

If you are under this act, your liability to any claim from that tourist is restricted to \$250.00 maximum. If you are not under this act, your liability to any claim from that tourist has a top end of \$50,000.00. You are open to a claim for loss even if the loss was not your fault. Now why wouldn't you choose to be under the act – and you do have the choice.

If you want to be under the act then you have to display a notice in your reception area and the same notice in each of the on-site accommodation units that travelers use. You can choose to put the notice inside your cabin compendium or brochure book if you want, but if you do this you have to point it out to your customers when you take them to their accommodation. If you do not show people to their accommodation but just give them a map and the key, then you have a real problem with this choice.

Some hotels have the notice on the key tag that they give to their customers, it works fine, but it does make it a big keytag! Another good suggestion is to put this notice with the evacuation plan on one A4 size piece of paper, laminate them and put them up in the cabin.

We have had the notice up in our on-site accommodation since the act came into force. We have not had a claim, and it did not lead to a rash of people claiming thefts – in fact no-one has mentioned it at all. You might think – why bother if nothing has happened and everyone ignores it? From my point of view, for the sake of one small bit of paper per cabin I can reduce my exposure to financial claims.

This act is easy to comply with, and the choice is all yours. If you put the signs up as required, you are covered by the Act, if you do not put them up as required you are not covered. Think about it and I hope you make the right choice.

A copy of what you must display is as below.

NOTICE ABOUT LOSS OF GUEST'S PROPERTY

Traveller Accommodation Providers (Liability) Act 2001

The *Traveller Accommodation Providers (Liability) Act 2001* changes the common law about *innkeeper's liability*.

Under the Act, an *accommodation provider* may be liable to make good any loss of a *guest's property* in certain circumstances even though the loss is not caused by the *fault* of the accommodation provider, or the provider's *agent*.

The strict liability of the accommodation provider under the Act-

Applies only to a guest of the accommodation provider on a day when an *accommodation unit* is *provided* for the use of the guest

Is limited to \$250 for each accommodation unit provided for the use of the guest on the day, unless the guest's property was placed in *safe custody facilities*

Does not cover *motor vehicles* and things owned by the guest left in or on motor vehicles.

Note: Words appearing in italics and bold have a special meaning under the *Traveller Accommodation Providers (Liability) Act 2001*.

We look forward to welcoming you to Sunset Top Tourist park on your arrival. Please do not hesitate to contact one of our friendly reception team if we can be of any more assistance.