



## MINJERRIBAH CAMPING

# Minimum Impact Camping Ground Guidelines

Minjerribah Camping wishes to extend a welcome to you and hope that your stay on North Stradbroke Island is enjoyable. We ask that you abide by the following guidelines to ensure the safety, comfort and wellbeing of all those visiting the Camping Grounds.

Your obligations as a guest include the following:

1) Care for the camping environment including buildings, fittings, goods and chattels on the reserve. You are not permitted to:

- Damage trees or shrubs.
- Interfere and harass wild life
- Light any illegal fires.
- Damage the fencing or disturb the ground surface. No digging trenches around tents.
- Tie tent ropes to trees, fencing or campground furniture.
- Place down floorboards/duck boards, unless you have the permission of the Camp Ground Manager.
- Bury any rubbish or litter. All rubbish should be placed in a plastic bag and put into the garbage bins provided.

2) All visitors must conduct themselves in a manner that will not cause any disturbance to other campers or guests. At 9.00pm we ask that you cease any noisy activity that may disturb others. We will not tolerate excessive drinking and unruly behaviour in the camping grounds.

3) We do not allow:

- Smoking on the property;
- Unreasonable noise;
- Illegal and irresponsible consumption of alcohol;
- Illegal drugs;
- Illegal and irresponsible use of or traveling in a vehicle;
- Possession of firearms (Police Officers excluded);
- Conducting of a business in the Camping Grounds;
- Excessive use of resources such as power and water;
- Storage of bulk fuel and/or dangerous goods – except with the Camping Grounds Manager's permission and only in necessary quantities for use while a site is occupied;
- Storage of goods and chattels outside vans, annexes or tents;
- Major repairs or servicing of vehicles unless approved by the Camping Grounds Manager to ensure the mobility of the vehicle;
- The cleaning of sea foods unless provision is made for this purpose, or all offal is immediately cleaned up after cleaning and placed in water - impervious wrapping (i.e. Sealed plastic bag);
- Keeping of domestic pets in caravan parks or camping reserves.
- Generators in the camping grounds at any time

- 4) Children under eight years of age **MUST NOT** enter the Amenities Blocks unless accompanied by an adult.
- 5) Kitchen utensils are not to be washed in laundry tubs, baby's baths, hand basin or showers.
- 6) For health and hygiene reasons, please do not bath your child in laundry tubs.
- 7) A party travelling in the same vehicle will be charged the site fee, which includes two people. Extra Adults and children will be charged per person per night.
- 8) Only Cash and Credit Card payments are accepted at The Camp Ground Offices.
- 9) A camping permit is granted for a maximum of 30 days. Failing to comply with permit conditions may result in the booking being terminated. Unpowered tent sites are to be no bigger than 6m X 6m with strictly one vehicle per site. A maximum of six people are permitted per site, this is to include all children and infants.
- 10) The Camping Ground Manager has the authority to ask campers or visitors to leave the Camping Ground or camping area, if the person has failed to perform or observe any of the obligations listed. Verbal notice by the Camping Ground Manager is sufficient, and will be followed by written termination at an early date. In this case, fees paid will not be refunded or credited.
- 11) The Camping Grounds Manager is NOT able to refund any fees on site. Written application stating the grounds of the application should be made to Customer Care, Minjerribah Camping, PO Box 160, Dunwich Qld 4183.
- 12) Please be aware that the Camping Ground Managers have a duty to maintain the Camping Grounds in a clean, tidy and orderly manner, and assist them in their task.
- 13) Police, Authorised Offices or Camping Ground Managers may issue on the spot fines for Traffic/Litter/Dog offences. Help us to avoid this situation with your co-operation.
- 14) Please leave your site by 10.00am on your day of departure to avoid being charged extra fees.
- 15) Please note that the Camping Grounds and camping areas are not equipped with facilities for the tie down of caravans and other structures. Persons making use of the Camping Grounds and their facilities may be exposed to the risk of substantial damage to their property and/or serious personal injury during periods of high wind velocity. All persons are welcome to make use of these Camping Grounds and their facilities on this basis, but Straddie Camping can accept no responsibility for any loss or injury suffered in this circumstance.

## Terms & Conditions

We want you to enjoy your camping holiday but we just have a few things you need to know.

### **Booking Conditions:**

Site fee covers the cost of the first two people. All fees and charges are in Australian dollars, and are subject to change without notice.

### **Cabin minimum stay:**

Off-Peak season-Two night minimum for stays commencing Fridays and Saturdays, otherwise one night (one night surcharge applies)

Peak season- Two night minimum Monday to Sunday.

### **Peak Periods:**

Peak periods cover all Queensland school holidays. Dates change annually.

### **Payment of site fees:**

You must pay the full booking amount at the time of booking to secure your site/cabin.

### **Changes to Bookings:**

Bookings may be altered subject to availability, by giving 24 hours notice. You may change your booking to another date, by doing so at least 24 hours prior to your scheduled arrival date, by contacting our Booking Centre on 07-3409-9668. An administration fee of \$20 is charged each time you make a change to your booking when 7 days notice is given. Changes made 1-6 days before your arrival will incur a \$30 change fee. Changes that result in an increase in camping fees will require payment of the difference for confirmation. You may change a booking to decrease the number of nights by giving a minimum of 24 hours notice, however if you do so you will not be entitled to a refund, you will receive a credit for the balance, less an administration fee. Any balance of fees will be held in credit for use within 12 months from the cancellation date. If you do not give 24 hours notice, we are not able to make changes to your booking, or offer a credit. We do not offer a credit or a refund for any unused nights, If you depart your campsite before your booked departure date.

### **Cancellations:**

You may cancel your booking by doing so at least 24 hours prior to your scheduled arrival date. Regardless of your initial method of payment, you will not be entitled to a refund, but will be issued a credit less the administration fee. Any balance of fees will be held in credit for use within 12 months from the cancellation date. Should you not use your credit by the end of the 12 month period, it will be forfeited to Minjerribah Camping. You may cancel your booking by contacting our Booking Centre on 07-3409-9668. If you do not give 24 hours notice to cancel your booking, we are not able to offer a credit. We do not offer a credit or a refund for any unused nights, If you depart your campsite before your booked departure date.

### **Request to extend camping:**

A request to extend camping made immediately before or during your stay will be considered where possible.

You may request to extend your booking by contacting our Reservations Centre on 07-3409-9668, or in person at one of our Camping Ground offices.

**Extreme Situations:**

In the event that access to our Camping Grounds is prevented by weather extremes or emergency situations, or if facilities are closed for all or part of the camping permit period, we will at no additional cost, offer alternative camping for the unused balance of your stay, within the next 12 months from the first day of your booking. If the alternative is unavailable or unacceptable, we will refund the payment for the unused balance of your stay in full.

**Reservations Centre Booking:**

Please contact our Reservations Centre on 07-3409-9668 regarding changes to your stay. You will need to provide your Reservation Number located at the top of your booking to make any changes to your booking. Your Reservation Number is confidential and should only be given to Minjerribah Camping staff or your travel agent.

**Internet Booking:**

You can Book online at [www.minjerribahcamping.com.au](http://www.minjerribahcamping.com.au). Contact the reservation office on 07 3409 9668 to make any changes to online bookings.

**Booking Agents:** If you purchase camping on a third party website, or from a Booking Agent, any query regarding the purchase, or any refund request, must be referred to the website on which you made the purchase, or the Booking Agent who sold you the camping permit and/or accommodation.

**Refunds:** In the unlikely event that Minjerribah Camping is unable to provide a site or cabin on the date listed on your confirmation documents, you will be offered an alternative site or cabin, or alternate dates. If no suitable arrangements for alternate accommodation or dates can be made, you may be offered a full or part refund in recognition of the change to your booking.

We reserve the right to reject a claim for a refund based on circumstances outside of our control including: Unfavourable or unpleasant weather conditions before or during the camping or other activity. Personal decisions to change visit plans. Personal decisions to arrive some time after the permit start date or leave before the permit end date. The failure of a person or group to obtain a transport booking or the failure of their chosen transport to operate. Ill health or sickness not of a life-threatening nature.

**Claims for refunds:**

All claims must be made in writing either by email to [info@minjerribahcamping.com.au](mailto:info@minjerribahcamping.com.au) or by mail to: Minjerribah Camping, P.O. Box 160, Dunwich, North Stradbroke Island, Qld, 4183 When a claim is made in writing and sent by post, the date of claim will be when the claim was received.

**Early Departure:**

Campers who leave the Parks early, or do not arrive on their scheduled arrival day will not be entitled to a refund or credit. At the discretion of Management, and on compassionate grounds only, customers may receive a credit to return in an off peak period in the event of adverse weather. Such requests must be made in writing.

**Booking confirmation and booking numbers:**

When you book & pay for camping on our website you will have your confirmation sent to you by email. In this email you will receive a booking number confirming that your camping has been booked and paid for. We will use this number to confirm your stay in our Camping Grounds, issue your Straddie Camping Tag and access cards. You will need to bring a copy of the confirmation, or your booking number, with you to present at our Reservations Office on arrival on the island. At this time you will be issued with your Minjerribah Camping Tag, and access cards which will

give you access to the Camping Grounds and the amenities blocks for the duration of your stay. The confirmation entitles you to a campsite or cabin for dates as printed on the confirmation. You should keep your booking number or confirmation email for the duration of your stay. It is your responsibility to keep this information safe. During your stay, you may be asked to produce a copy of your confirmation or asked for your booking number by an authorised member of Minjerribah Camping.

**Conditions of Entry, and Camping in our Camping Grounds:** The Camping Ground is located within the Minjerribah Recreation Area. Regulatory notices control activities such as camping and driving on the beaches. Authorised Minjerribah Camping personnel are permitted to evict campers or their guests if the camper or their guests have failed to perform or observe any of the obligations listed in the **Minimum Impact Camping Guidelines**, or contravene any requirements listed on regulatory notices. Verbal notice by the Minjerribah Camping authorised personnel is sufficient. In the case of an eviction, camping fees paid will not be refunded.

**Unaccompanied Minors:** All guests under the age of 18 must be accompanied by a responsible adult such as a parent, step- parent, guardian or other adult who has parental rights and responsibilities for the under 18 year old guest. If a guest is found to be a person under the age of 18 who is not accompanied by a responsible adult, Minjerribah Camping reserves the right to cancel the guest's booking and the full booking amount will be forfeited.