



CONDITIONS OF STAY DUE TO COVID-19 REGULATIONS

We require all our campground and café visitors to follow these rules and guidelines while they are on the property. Anyone who willingly/knowingly fails to do so will be asked to leave. These conditions of stay are accurate at time of sending, but not exhaustive. As government guidelines and regulations develop management will update these conditions as required. We ask for your cooperation during this time of transition and we look forward to having you stay.

- If you are unwell or know you have been in contact with a confirmed COVID-19 case, please do not come. Contact us for a booking move or refund.
- Any cancellations due to feeling unwell will be given a full credit receipt for a future stay or a refund of camp fees paid minus a \$50 administration fee.
- All government rules of strong personal hygiene and social distancing apply.
- Our preferred method of payment is through a direct deposit or transaction over the phone prior to arrival. This way we can minimise contact points during check in and allow time for our reception crew to focus on a smooth check-in procedure. We will still accept cash.
- According to regulations we now require full contact details for each adult in a group booking to be able to notify you in the event of a confirmed case on site. We can collect these on check-in or you can email a list of contacts to the office.
- When you arrive at the campground, we kindly ask that you park up and for only 1 person of your booking to approach reception to check-in while the rest wait.
- All guests have to wash their hands at the laundry room prior to entering the bathroom building. Remember to bring a towel. There will be a maximum of 6 guests at a time inside each bathroom, so no queuing inside.
- We have had to remove our shared cooking and barbecue facilities from the Camp Kitchen. We therefore advise all guests to bring their own cooking equipment or to visit the Surf Fuel Cafe. The tables in the camp kitchen will remain accessible and will be disinfected on a regular basis.
- Surf Fuel Cafe will be opening normal hours for coffee, breakfast, lunch & dinner (8am-3pm daily & 5-7.30pm Friday & Saturday). All coffee and meals are served in eco-friendly take-away packaging to enjoy on the road, at your camp, or in our lovely garden seating area, subject to physical distancing guidelines. Unfortunately, they are not able to accept BYO cups at the moment. Please contact them to book a table or make an inquiry and be sure to check their socials for the most up to date info.
- Campground facilities are for on-site paying guests only and not available to café visitors.
- Our campground operates on a SEPTIC system that does not tolerate any chemical waste/grey water dumping. There are dump points at Point Plomer, the caravan park at CH point or in Kempsey. Anyone dumping toilet/grey water waste in the septic system will be asked to leave immediately.
- We ask all guests to come prepared for their visit, please bring ample hand soap and hand sanitizer. It may also be a good idea to bring a (plastic) tablecloth.
- During our closure, we have worked hard to facilitate regeneration of the campground. We have built gardens and planted over 250 seedlings to help establish thicker bushes and barriers. We kindly ask that all guests (adults & children) respect our natural surroundings and protect the new gardens from any damage. Some areas of the campground will remain closed for regeneration purposes.