Blue Dolphin Holiday Resort

For any AFTER HOURS EMERGENCIES ONLY, please call 0416 677 587 or LOCAL POLICE on 02 6603 1099

In any emergency: cases relating to FIRE, POLICE or AMBULANCE, please call **000**

- Waterfront Spa Villa
- Spa Villa
- Riverview Villa
- Poolside Villa
- Playground Villa
- Family Villa
- Tropical Cabin
- Holiday Cabin (Y)
- Holiday Cabin (D)
- Ensuite Cabin (5 pax)
- Ensuite Cabin (2 pax)
- Standard Cabin
- Rental Cabins
- Ensuite Site - Waterfront
- Ensuite Site - Riverside
- Ensuite Site - Riverbreeze
- Ensuite Site - Poolside
- Ensuite Site - Playground
- Ensuite Site - Tropical
- Ensuite Site - Anchorage
- Powered Site - Waterway
- Powered Site - Quayside
- Powered Site - Dockside
- Powered Site - Village Green
- Powered Site - Portside
- Unpowered Site

Please note: Map not to scale

LEGEND: AMENITIES · BABY BATH · INTERNET KIOSK · LAUNDRY · PUBLIC TELEPHONE · RUBBISH BINS · DUMP POINT · SPECIAL ACCESS · SPEED LIMIT – 10KMS/HOUR

FSHP_BD594

Getaway Rest Play

Guest Information

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Blue Dolphin Holiday Resort

Welcome – Please enjoy your stay!

The wish of management and staff is for all guests to be able to enjoy a safe, happy, friendly and relaxing stay whilst at the resort. Be considerate of others and ensure your site and belongings are kept secure and tidy at all times. Please read the following which applies to all guests, residents or invited guests.

AMENITIES: Are situated throughout the resort and are open 24 hours for your convenience. All amenities buildings are shown on the reverse side map. All children under 12 years must be accompanied by an adult and be supervised at all times. Please consider others when using these facilities by leaving them in a neat and tidy condition.

ARRIVAL/CHECK IN: We look forward to welcoming you any time after 2pm on the day of your scheduled arrival.

BBQ AREAS: There are several FREE BBQ areas provided throughout the resort. Please leave area clean after your use.

BICYCLES/SCOOTERS/ETC: These are allowed during daylight hours but guests should observe all the road rules including the wearing of helmets and necessary protective gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. These items are not to be used in the main entrance/exit area and the main street in the resort. An in-house licence is needed for all guests to use and enjoy these items within the property. No skateboards are to be used within the resort.

BOOM GATE: Please use your boom gate key for entry and exit through the boom gates. These are installed for the safety and security of all guests. Please do not tail through the gate after another vehicle. Failure to comply with this may result in damage to your vehicle and our boom gate. Repair costs to our boom gate will be the responsibility of the guest if damaged in this way.

BUSINESS: We understand that from time to time work may interrupt our guests while on holidays, so to ensure your business needs are met swiftly and efficiently, please visit us in reception for your phone messages/fax/photocopying/mail/internet requirements. Unfortunately messages will not be delivered to guests on site.

CAMP KITCHEN: There is a camp kitchen situated within the resort for your convenience. Please leave clean after your use. No bait to be kept in the fridge. See resort map for location.

COIN CHANGE: Available from reception for games room, phone and laundries. During reception hours.

DEPARTURE/CHECK OUT: All rooms/sites to be vacated by 10am on the day of your departure. Early departures: should you wish to check out before reception opens, please make alternate arrangements the day before. If you would like to extend your stay (depending on availability) - please do so before 10am.

DISHES: Should be washed in the sinks provided in the camp kitchen and BBQ areas. Please do not use the laundry tubs to wash dishes.

DUMP POINT: See resort map for location. Please use our dump point to discard of waste matter from porta-loos, motorhomes or caravan toilets. Please do not empty these in our amenity blocks.

EQUIPMENT HIRE: A range of sporting equipment is available for hire from the Hire Hut. Please see reception to purchase a Cash For Fun Card for all Hire Hut equipment hire and kids activities

FIRES: No open fires are to be lit at any time.

GAMES ROOM: Located beside reception and is open from 7.30am–9.30pm.

GENERATORS: The use of generators is not permitted after 8pm.

INTERNET: Located beside the Games Room. This is a non smoking area and is open from 8am–7pm. Please also be considerate of others who may be waiting (fees apply). WIFI (wireless hotspot) is also available in our internet room/kiosk. Children must be supervised at all times.

JUMPING PILLOW: Open 9am to dusk daily. The use of the jumping pillow is for in house guests only. Please observe the rules to ensure safe use. Children must be supervised at all times in these areas. Be extra careful when wet as surface can be slippery.

KIDS KAVE: Located behind the service station opposite games room. See weekly entertainment schedule for opening and closing times. Children must be supervised at all times by parents. This facility is for children 5yrs and under only. Socks are to be worn at all times.

LAUNDRY: There are 3 laundry blocks located throughout the resort. Each laundry has coin operated washing machines and driers for your use. All laundries are open 24 hours for your convenience. Please do not erect temporary clothes lines on your site, they WILL NOT BE PERMITTED. Ironing boards are located in each laundry. Irons are available from reception. Washing powder is available for purchase from reception.

MAIL: Guests expecting to receive mail during their stay, please address to: Att: Guest Name C/– Blue Dolphin Holiday Resort PO Box 21 Yamba 2464.

MESSAGES: Phone messages are listed on the message board in reception.

PARKING: Is allocated for most sites/accommodation (one car space per site/accommodation). Please park your vehicle in this allotted position and not on the roadways. (Boats will only be accepted on site providing they fit and are approved by management). Visitors should park their car in the visitor parking area at the front of the property. No visitor cars are allowed in the resort without consent from management.

PETS: Well behaved pets are allowed in quieter periods, but not during holiday and peak times. Unfortunately pets are not permitted in our accommodation.

QUIET TIME: Please be respectful of the enjoyment of others within the resort by restricting noise from television, music and social gatherings between the hours of 10pm and 8am.

RECEIPTS: Please retain the receipt issued to you on arrival. This validates your length of stay and any bonds/deposits that may be refundable on your departure.

RECEPTION HOURS: 7.30am–7.30pm (7 days). These may vary during peak periods. Closed Christmas Day.

REFUND/CANCELLATION: Details of our policy is available at reception. Please be aware that we are unable to refund any monies for late arrivals, early departures, or in the event of inclement weather.

RESTAURANTS, BARS, CAFÉ'S: There are plenty of restaurants/bars/cafes in our area. Please see any one of our friendly staff for our local favourites.

RUBBISH: Can be placed in the large bins positioned near your site. Please assist staff by having your rubbish securely wrapped and placed in bins provided.

SECURITY: Please be wary of security. Lock your cars and your accommodation when you leave them. Management cannot accept responsibility for theft of personal possessions.

SMOKING: Please note that smoking is not permitted in any accommodation or in and around the community areas.

SPECIAL NEEDS: Access friendly shower and toilet facilities are located in the amenities. Please see resort map for location.

SPEED LIMIT: All roads in the resort are shared between pedestrian and vehicles. Speed limit is walking pace only. (5–8km/hr).

SWIMMING POOL: There are 2 swimming pools for your enjoyment. See resort map for locations. Our pool hours are 7:30am–dusk. Please be aware that there is no life guard on duty. Children especially must be supervised at all times in these areas. The use of the pool is for guests only. Please observe the rules to ensure safe use. Do not take glass containers of any kind into the pool areas. Remember alcohol and water DO NOT mix - so please no alcohol whilst using pool areas.

TELEPHONES: There is a public telephone located outside the service station. It is operated by coin and phone card.

TENNIS COURT: Please register your name at reception (adult required). The court is free to use.

THINGS TO SEE & DO: Our reception staff will be happy to assist with any queries you may have.

VERANDAH: Please do not hang laundry on your balcony. For your convenience a clothes airer is provided in our villa's and coin–operated driers are located in the amenity buildings.

VISITORS: All visitors should be registered on arrival. Guests are also responsible for their visitors behaviour. Any visitor that stays overnight must be registered prior to staying. Fees apply.

WATER: As you may or may not be aware, we often experience a drought in our area. Strict council regulations apply to the use of water at our property. Please see reception for full details on these restrictions to help us meet the strict standards.

WATER HAZARD: Patrons please note the Clarence River joins our property and may pose as a water hazard to small children or other non swimmers. The river is clearly identified on our site plan and strict supervision should be maintained to prevent children and non swimmers from gaining access. Blue Dolphin Holiday Resort, its Owners, Directors, Employees or Agents shall not be held responsible or liable for any death or injury caused to any persons directly or indirectly through gaining access. All patrons hereby indemnify and hold harmless Blue Dolphin Holiday Resort its Owners, Directors, Employees or Agents from any actions or claims or other suits or demands which may arise.

WILDLIFE: As a guest you are welcome to enjoy the opportunities for interaction with our local wildlife. As cute as they may be however, feeding the wildlife can be detrimental to their health. We ask that you not feed any of the animals.

EVACUATION PLAN: Please make yourself familiar with our evacuation plan in case of any unforeseen emergency. In case of emergency, please remain calm and follow instruction from staff. For after hours emergencies only, please call 0416 677 587 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 6603 1099.

The following items are NOT ALLOWED under any circumstances:

- Illegal drug use
- Excessive use of alcohol
- Undue mess around site
- Undue noise
- Acts of violence or abuse
- Unregistered overnight guests
- Smoking in accommodation
- Unregistered vehicles
- Skateboards or similar
- No L plate drivers
- No driving lessons in resort grounds

**** Failure to comply with any of the above including any damage caused to resort accommodation or property may result in the guest being asked to vacate and leave the property with no refund issued. Please read our refund policy printed on your receipt issued on check in ****

Note: Any caravan/campervan leads connected to our power outlets must be 15 AMP tested and tagged! The use of double adaptors is not allowed! PLASTIC COVERS, CARPETS OR MATS OUTSIDE TENTS OR CARAVANS ARE NOT PERMITTED ON ANY LAWNED AREA. SHADE CLOTH OR SIMILAR IS WELCOME.

www.bluedolphin.com.au