



# Island Gateway

## HOLIDAY PARK



### Guest Information Booklet

#### Island Gateway Holiday Park

Shute Harbour Road

P.O. Box 107

Airlie Beach QLD 4802

T: (07) 4946 6228

F: (07) 4946 7125

E: [islandgateway@aspensparks.com.au](mailto:islandgateway@aspensparks.com.au)

**Freecall: 1800 466 528**

AAA RATING ★★☆☆

Mastercard / Visa / EFTPOS

Sorry no pets

*Something  
for everyone*

[aspensparks.com.au](http://aspensparks.com.au)



# Welcome to our Park

Thank you for choosing to stay with us at Island Gateway Holiday Park.

The following information is provided to make your stay more enjoyable.

<b>Office Hours</b>	Daily 7.00am - 6.00pm
<b>Check Out</b>	10.00am.
<b>Extend your stay</b>	Due to advance bookings, we can only guarantee your cabin or site to the departure date shown on your receipt. To save any inconvenience you should advise the office prior to your departure date if you wish to extend your stay. A deposit must be paid to confirm extension.
<b>Forward Bookings</b>	To assist with your travel arrangements we can book you into other Aspen Parks within the group or other Top Tourist Parks around Australia.
<b>Cancellation Policy</b>	Where a booking is cancelled 29+ days prior to the arrival date a fee equivalent to one nights accommodation will be charged as a cancellation fee. Where a one (1) night booking is cancelled 15-28 days prior to arrival a cancellation fee of one night's accommodation charge will be made. Where a two plus (2) night booking is cancelled 15-28 days prior to arrival a cancellation fee of 50% of the total value of the booking will be made. Where a booking is cancelled less than 14 days prior to arrival no refund applies. No refund for early departure. Park Management reserves the right to relocate or cancel any booking at its discretion. All cancellations must be in writing direct with the park. Note: Accommodation discounts i.e. BIG4 or Top Tourist will not be honoured for bookings made through the Aspen Parks website or other third party websites. Aspen Parks, BIG4 & Top Tourist discounts are accepted for bookings made direct with the property. i.e. Telephone, Fax or Email.
<b>Communication</b>	<b>Phones</b> Public phone available at Tavern. Change is available from the office. Mobile phone reception is limited. <b>Mail</b> Visitors mail is kept in the office. Please enquire to collect. Postage facilities available. <b>Television</b> There are 5 TV channels - ABC, SBS, Seven, Nine and Ten. <b>Internet</b> Kiosks located in the TV room, or purchase wifi \$10 @ reception.
<b>Vehicle Wash Bay</b>	Please do not wash vehicles on your site. There is a car wash bay located near ablution 2.
<b>Reticulation</b>	Is used throughout the Park at various times. Please do not leave property prone to water damage outside.
<b>TV/Games Room</b>	Please leave tidy when you leave. TV hours 7am -10pm.
<b>Torches</b>	It is suggested to carry torches at all times during the dark hours to prevent personal injury.
<b>Beware!</b>	Beware of falling coconuts and mangoes from the trees in the park.
<b>EMERGENCIES</b>	<i>If the office is closed, please call on the intercom located on the right hand side of the office door or telephone:</i> <b>Ambulance, Fire, Police                      000</b>

# Park Policies

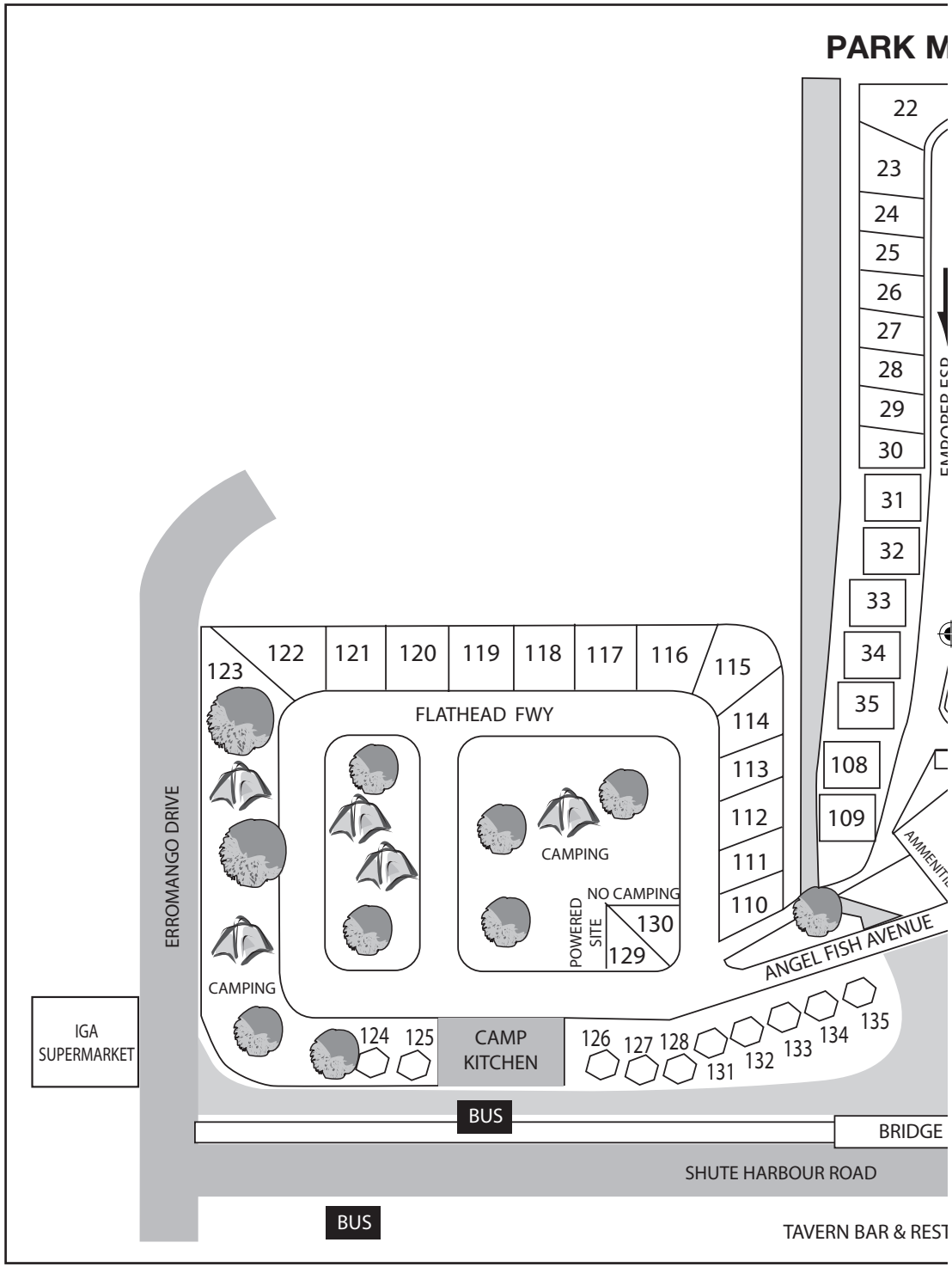
## PLEASE NOTE: ALL ACCOMMODATION UNITS ARE NON-SMOKING

- Noise** For the comfort of all guests no undue noise is permitted after 10.00pm. No excessive noise will be tolerated at any time. Call the on-site Manager on the intercom for noise complaints after hours. Telephone during office hours.
- Speed Limit** At all times a strict limit of 5 kilometres per hour throughout the park.
- Sites** Excessive electric cords to be neatly run and off the ground. Please do not erect temporary clothes lines around your site. Water waste to be emptied into sullage provided. Please leave accommodation clean and tidy or a cleaning charge may apply. No site guaranteed.
- Vehicles** Only one vehicle per site. No repairs to be carried out in the park. Vehicles are not to be driven over or parked on vacant sites.
- Visitors** Are welcome while you are present and must park in the visitor's carpark. You are responsible for your guest's behaviour. All guests must vacate the premises by 10pm.
- Fish** No cleaning of fish allowed in the Park. Please clean them before you bring them home.
- Pets** No dogs or pets are permitted in the Park at anytime.
- Children** All children require supervision by a parent or guardian in the playground, swimming pool area, ablution blocks and the TV and games room at all times. Children are not to play around the ablution blocks or on other sites.
- Bicycles** Bicycles are not to be ridden in the park after sunset, through or around permanent residents sites. It is the parents responsibility to ensure their children wear helmets in the park if riding bicycles. Scooters, skateboards, rollerblades and unregistered motor vehicles are NOT permitted in the park.
- Bunk Beds** Children under the age of 9 years are not permitted to use the top bunk; children must not play on top bunk.
- Wildlife** **PLEASE DO NOT FEED OR APPROACH THE WILDLIFE, IT CAN HAVE A DETRIMENTAL EFFECT ON THEIR NATURAL DIET, BEHAVIOUR AND HEALTH. SNAKES HAVE BEEN SIGHTED IN THE PARK, IF YOU SEE A SNAKE DO NOT APPROACH AND INFORM PARK MANAGEMENT IMMEDIATELY.**
- WARNING!** Petty theft can occur. Please do not leave any personal items outside your accommodation/site. Any food left in the camp kitchen or clothes left on washing lines overnight is at your own risk.

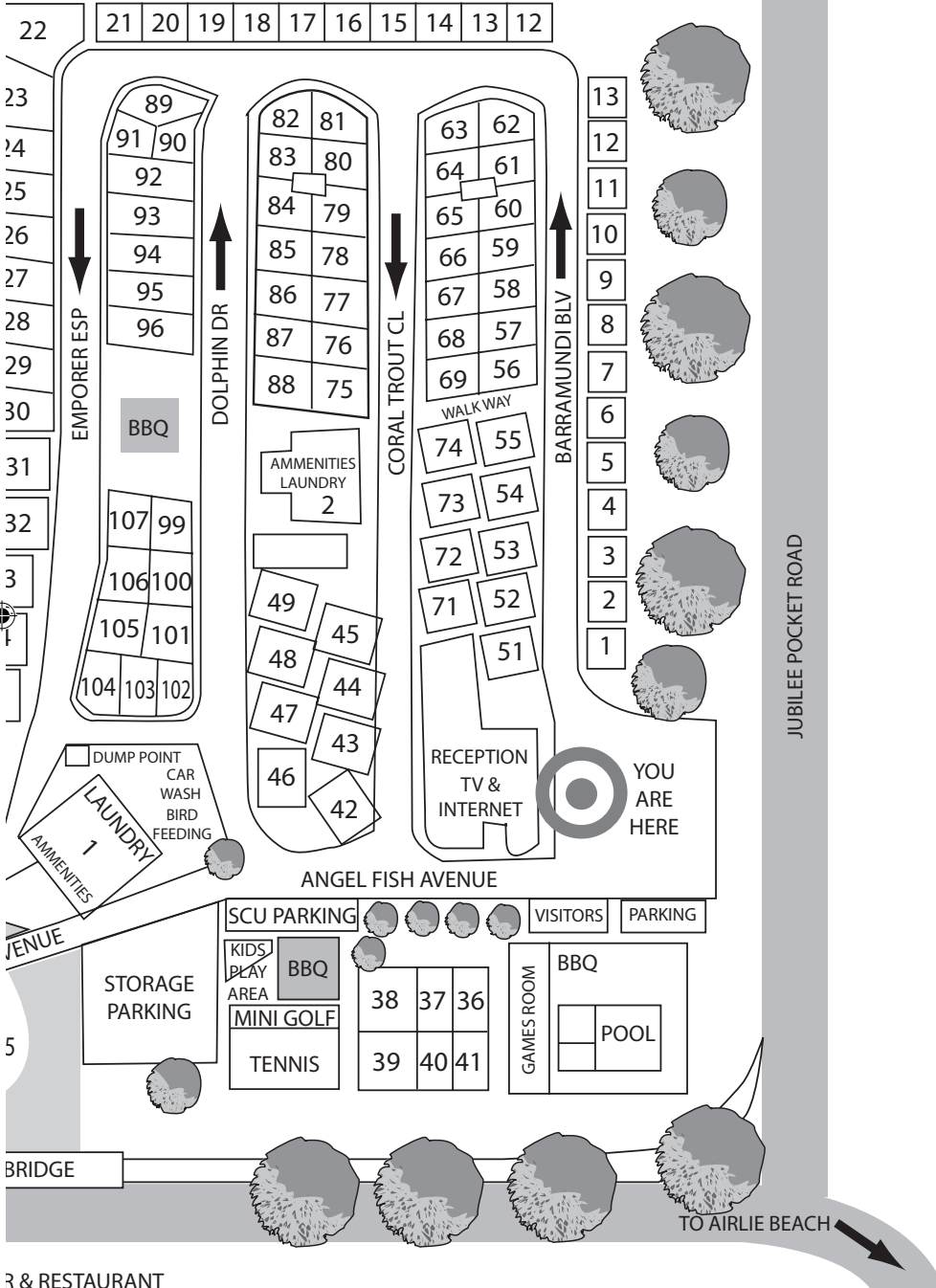
**Parents are responsible for controlling and supervising the behaviour of their children, for their own safety and the comfort of others.**



# PARK M



# MAP



R & RESTAURANT

# Swimming Pool Policies

**Children must be accompanied by an adult at all times.  
Under Health Department regulations  
the following are NOT permitted in the pool or pool area:**

**ALCOHOL**

**GLASS**

**SMOKING**

**RUNNING IN POOL AREA**

**BOMBING / DIVING**

**POOL TOYS**

**SPLASHING**

*To keep our pool a safe, enjoyable and pleasant facility for all of our guests  
of all ages to use, we require that you take note of the above  
and adhere to the above rules at all times.*

## Park Facilities

<b>LPG</b>	Refills are available during daylight hours only. Please ensure your bottles are in date.
<b>Laundry</b>	Coin operated machines. Laundry facilities are located with the ablution blocks. Opening times and change are available from the office during office hours.
<b>Camp Kitchen</b>	Strictly no alcohol or medications to be put in the fridges. Please leave camp kitchen clean after use for other guests.
<b>Clothes Line</b>	Located near the laundry block. Guests are asked not to hang laundry around their sites or accommodation units. No temporary clothes lines to be erected.
<b>Dump Point</b>	A dump point is provided in the park by the main ablution block - near the Laundry.
<b>Irons/Boards</b>	Located in the ablution blocks.
<b>BBQ's</b>	Barbecues are located at various locations in the park. Please see park map for locations. Please leave BBQ's clean after use for other guests.
<b>Cleaning</b>	Two Ablution blocks are closed for cleaning once per day. As there are two ablution blocks in the park, one will always be open.
<b>Rubbish</b>	Special bins for aluminium cans and cardboard are located around the park.

# Service Directory

<b>Doctor</b>	The Doctors 283 Shute Harbour Rd, Airlie Beach Times 8-6 M-F 9-5 Sat	PH: 4948 0900
<b>Hospital</b>	2 Herbert St, Prosperine	PH: 4813 9400
<b>Dentist</b>	Shute Harbour Rd, Airlie Beach	PH: 4946 7600
<b>Police Station</b>	Shute Harbour Rd, Airlie Beach	PH: 4948 8888
<b>Taxi</b>		PH: 131 008
<b>Banks</b>	ANZ Whitsunday Shopping Centre	PH: 131 314
	Commonwealth Bank Whitsunday Shopping centre	PH: 132 221
	National Bank 348 Shute Harbour Rd, Airlie Beach	PH: 13 22 65
<b>Churches</b>	Anglican Church	PH: 4945 1239
	Uniting	PH: 4945 1420
	Roman Catholic	PH: 4945 1025
	Lutheran	PH: 4946 6613
	Services held at St Martins Church, Cannonvale.	
<b>Cyclone Watch</b>		PH: 1300 659 212
<b>Weather</b>	<a href="http://www.bom.gov.au">www.bom.gov.au</a>	PH: 1900 955 360
<b>Breakdown</b>	RACQ	PH: 13 11 11
<b>Road Conditions</b>	RACQ Road	PH: 1300 130 595

## Emergencies

**Ambulance**  
**Fire**  
**Police**

**Ph: 000**



**ASPEN**  
PARKS

## Who is Aspen Parks?



**ASPEN**  
GROUP

**Aspen Parks** is one of Australia's largest resort park operators and a leading provider of accommodation within the industry.

Our main aim is not only to become the biggest resort park operator in Australia, but to set new standards in the delivery of service and accommodation alternatives. Be it a family on a holiday or a weary traveller looking for a well earned rest, we will be there for you.

We believe our people, our service and more importantly you, are the most important part of our business. If you have any great ideas on how we can improve our standard of service, please feel free to speak to one of our park managers or return to us, free of charge, a comment card, we welcome the feedback. It's one way we feel we can offer that little bit extra to ensure our guests have an enjoyable stay.

We welcome you to join our adventure as we grow into Australia's leading provider of resort park accommodation. For updates on our newest acquisition, or great deals on offer at our current parks, go to:

**[aspenparks.com.au](http://aspenparks.com.au)**

## Aspen Parks Property Fund

Aspen Funds Management, as the manager and responsible entity for Aspen Parks Property Fund, is proud to present an exciting opportunity to invest in the holiday park industry.

The holiday and accommodation park industry was identified by Aspen as having all the hallmarks of a successful property investment with its diverse land locations, robust income streams and capital growth potential. Aspen Parks was created to take advantage of an expanding industry undergoing rapid transformation from the humble caravan park, an icon of Australian culture, to a multi-faceted accommodation facility catering to a variety of clientele, ranging from travellers, backpackers and young families, to large resource companies and their contractors.

Aspen Parks Property Fund is an unlisted property fund established in July 2004 to invest in the holiday and accommodation park industry. The Fund has quickly established a strong brand and portfolio of quality parks in premium locations around Australia. Aspen Parks' current portfolio now stands at 25 properties and gross assets of over \$270 million and the Fund has gained a track record for robust financial performance.

Investment can only be made using the application form contained in the Aspen Parks Property Fund Offer Document. You should consider this document before making any investment decision and seek financial advice if necessary.

For more details about the Fund or to receive an Offer Document please contact Aspen on:

Telephone: Freecall 1800 220 840  
E-mail: [funds@aspengroup.com.au](mailto:funds@aspengroup.com.au)  
Register Online: [aspengroup.com.au](http://aspengroup.com.au)

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