

Noosa Holiday Parks Operational Guidelines Manual

Operational Guidelines - Custodian: Noosa Council – Property Team For the Noosa Holiday Parks

Approved:

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Review: Every 12 months

This guideline can be varied from time to time to meet specific requirements of the stakeholders/locations. If there are any questions pertaining to this document or any operational issues, please direct your queries immediately to Councils Noosa Holiday Parks, Property Office. Noting the Management Agreement overrides the Operational Guidelines if contradictory.



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Objective of the Operational Guidelines

This guideline assists in the safe, ethical and equitable management of Council's holiday parks & campgrounds.

1 Scope of the Operational Guidelines

The Noosa Holiday Parks Operational Guidelines relate to the management of all Council owned and operated holiday parks and campgrounds within the Noosa Shire Council.

All contractors and agents who carry out duties in relation to the management of the Noosa Holiday Parks are required to comply with these guideline. Noting that the Management Agreement overrides the Operational Guidelines if they contradict each other.

2 Definitions

Holiday Parks – includes holiday parks and campgrounds

NHP – Noosa Holiday Parks

BPCG – Boreen Point Campground

NNSCG – Noosa North Shore Beachfront Campground

NRHP – Noosa River Holiday Park

3 Guiding Principles

The guiding principles of the Noosa Holiday Parks Operational Guidelines are:

- a) Maintain a safe, environment for park users
- b) Maintain adequate clean facilities for park users
- c) Promote sensible and appropriate use of the park
- d) Provide good customer service and maintain customer relations
- e) Manage the park in a business like manner

4 Responsible Officers under the Operational Guidelines

Noosa Holiday Park Resident Managers

Holiday Park Managers are responsible for the following:

Day to day management of the park operations including office procedures, ground maintenance, amenities cleaning, and any other duties as contained in their Management Agreement.

Additionally Managers are required to maintain safety under the Work Health and Safety Act 2011 (Queensland).

5 Promotional Incentives and Discounts on Fees & Charges

5.1 Application of Guidelines for Incentives and Discounts on Fees & Charges

The guidelines for discounts, apply to the off-peak months of October, November, February and March, excluding school holiday or Easter periods. They outline additional offers that are permitted to attract and retain family and tourist visitors to the Noosa Holiday Parks during the off peak tourist periods.

A discount of 5% - 10% can be negotiated on a case-by-case basis, in off peak periods only with a minimum 4 night stay (mid-week) and a maximum stay of two weeks.

5.2 Late Check-outs as part of a Weekend Special

This gives the Holiday Park Manager the right to allow guests to exceed the normal 10:00am checkout time without attracting additional fees. This is primarily directed to weekend visitors and would be usually sold on the basis of customers who arrive Friday afternoon and leave Sunday. However a late checkout

fee is an option, as listed in Council's adopted fee's and charges.

5.3 Caravan Clubs and Bulk Bookings

The Holiday Park Manager can negotiate up to 10% reduction on normal fees for bulk bookings for caravan clubs and other clubs (i.e. fishing clubs). A minimum number of 6 sites are required to be booked to be included in this category.

For larger caravan club bulk bookings (25 sites or more) contact the Manager Noosa Holiday Parks to negotiate on a case-by-case basis up to 20%.

6 Peak period bookings

All peak period bookings must be managed in the booking system to reduce the number of vacant nights by shuffling bookings where possible. NNSCG & BPCG must ensure all online bookings are shuffled to ensure maximum capacity. This should be maintained before the end of each month, therefore avoiding 2-3-4 night gaps during high occupancy periods.

6.1 Christmas Bookings

Advance Christmas bookings are to be for a minimum of a two (2) week period for NRHP, and one (1) week period for NNSCG & BPCG. If sites are un-booked at the end of October the Holiday Park Manager is authorized to reduce booking minimums to four (4) nights. If still availability as at 1 December, the number of minimum nights is removed. However it is at the Holiday Park Managers discretion to assess whether minimum nights are required.

6.2 Easter Bookings

Advance Easter bookings are to be for a minimum of one week. Should sites be un-booked as at 1 February the minimum booking period may be reduced to four (4) nights. If still availability 30 days prior, the number of minimum nights is removed.

6.3 Long Weekend Bookings

Long weekend bookings are to be for a minimum two (2) nights. However it is at the Holiday Park Managers discretion to assess whether minimum nights are required.

6.4 School Holiday Bookings

School holiday bookings are for a minimum of one (1) week, up until one (1) month prior the period. Bookings of less than one (1) week taken after this time is at the discretion of the Holiday Park Manager.

7 Cash Handling & Banking

7.1 Frequency of Banking

The frequency of banking of Holiday Park takings is **as per management agreement**. Larger parks with higher banking amounts should bank more frequently and when necessary, bank daily.

7.2 Cash on Premises

The maximum amount of cash to be held on-site at any **Noosa Holiday Park premises is \$4,000**.

7.3 Cash Safes

A small cash safe is provided by Council to assist in the secure cash handling and storage between banking.

7.4 Quick Deposit Bank Bags

Councils Bank has a system of quick deposit bags for business customers with cash NOT exceeding \$3,000. This service is to be utilized where relevant.

7.5 Acceptance of Cheque Payments

Cheque payments are only to be accepted when there is ample time for the funds to be cleared prior to the arrival of the customer, usually being booking deposits accepted a minimum of 14 days before arrival. All cheques are to be made payable to "Noosa Shire Council".

Long term storage van fees may be accepted by way of cheque payment excluding final payments prior to terminating an agreement.

No cheques will be accepted from customers when arriving or already staying at the park.

8 Deposit and Refunds

8.1 Deposit on Bookings (If not booked via online website)

- *Christmas/School Holidays Deposits (Sites)*

To book a particular site during this peak demand period customers are to pay one (1) weeks booking deposit at time of booking. The balance of the site fees are to be paid by 31 October preceding the Christmas period.

- *Easter Deposits (Sites)*

To book a particular site during this peak demand period customers are to pay one (1) weeks booking deposit at time of booking. The balance is to be paid by early February preceding Easter.

- *Deposits - Other times (Sites)*

BPCG & NNSCG require a \$30.00 deposit at time of a manual booking (eg: not via an online website), Noting online booking is to be utilized as the primary booking system.

Noosa River Holiday Park requires a \$50.00 deposit to be paid at the time of booking.

- *On-line Bookings via Netroomz/ or online Booking Channel Website*

The full payment is required at the time of booking online under the terms and conditions of the Noosa Holiday Parks website.

Note: Online Booking Channel bookings cut off time can be set to any time after 5pm (to manage same day bookings)

9 Refunds

9.1 Criteria

Refunds or credits will **not** be made in the event of:

- Bookings with restrictions/discounts (no cancel/ no change) will not be entitled to any options above
- Reduction to the number of days or persons already booked
- Late arrival
- Failure to arrive without prior written notification
- Early departure
- Bad Behaviour

Refunds/rebookings apply only in the case of a Severe Weather Warning current for the local area (applicable at Boreen Point & Noosa North Shore Beachfront Campgrounds), or an extension of 28 days maybe made available to the current booking.

9.2 Refunds Boreen Point & Noosa North Shore Holiday Parks

Refunds of deposits and fees paid are only available from Noosa Holiday Parks under the following circumstances.

- 28 Days notice is required to receive a refund or to transfer the booking for another period within 3 months. A \$30 administration fee applies.
- Where less than 28 days cancellation notice has been given: * No refund
- No refund or credit eligible due to change of dates, leaving early or due to weather.
- However, Refunds or (Extensions of the booking within 3 months) will apply only in the case of a Severe Weather Warning current for the local area (applicable at Boreen Point & Noosa North Shore Beach Campgrounds).

An administration fee assists us to cover some of the staff time and the daily operational expenses.

Refunds or credits will not be made in the event of:

- Bookings with restrictions/discounts (no cancel/ no change) will not be entitled to any options above

- Reduction to the number of days or persons already booked
- Late arrival
- Failure to arrive without prior written notification
- Early departure

Refunds/rebookings apply only in the case of a Severe Weather Warning current for the local area (applicable at Boreen Point & Noosa North Shore Beachfront Campgrounds), or an extension of 3 months maybe made available to the current booking.

9.3 Refunds for the Noosa River Holiday Park

Peak Notice

Notice less than 60 days - no deposit refund but option to transfer to future booking with proviso of use within 3 months.

Notice more than 60 days - full refund less administration fee of \$50

Off-Peak Notice

Notice of 48 hours or more - full refund less administration fee of \$50.00

Notice of less than 48 hours - NO deposit refund

9.4 “Minimum booking period” refunds

Bookings made subject to minimum booking conditions cannot be reduced, but can be cancelled and above conditions apply.

Failure to Notify of Cancellation

If you do not notify the park office of your cancellation before your arrival date and do not arrive by 10am on the day after your scheduled arrival date, your reservation will be cancelled by the park manager without refund of any monies paid.

Credit and debit card booking deposit refunds.

- Credit and debit cards booking deposits refunds to be processed by reversal of card transaction to customer by Holiday Park Office, less an administration fee, after receiving written request for refund. Noting preference is to re-schedule the booking where possible.

Cheque Refunds by Council

- All other payments will be require a refund by cheque by Council less \$30 administration fee following written request from customer and confirmation by holiday park office (note cheque refunds may take up to 3 weeks for processing posting). Noting preference is to re-schedule the booking where possible.

Definition: Behavior

- Disturbance including but not limited to excessive noise, intoxication and loud music is prohibited with a 10:00pm curfew. If a complaint is received, a first warning will be given. If a second complaint is received, this may result in an eviction with no refund. Foul language will not be tolerated at any time, and will result in immediate eviction. Failure to comply with this park rule will affect a guest's option to rebook at any time. Please refer to T's & C's for further information.

10 Long Term Storage Caravans

Permanent caravans are NOT permitted at any Noosa Holiday Park.

- Long Term Storage Vans are located at Boreen Point Campground. Permanent occupation is not permitted.
- Long Term Storage Vans must be monitored by the Holiday Park Managers on a monthly basis.
- Outstanding payments of more than one month, failures to maintain site, or attend site regularly, require the Holiday Park Managers to notify owners via email, giving 30 days notice remove the van for termination of the agreement.
- Council can terminate these agreements at any time with 30 days notice to the site occupier.

- The on-sale of an existing Long Term Storage Van is NOT acceptable, and the Long Term Storage Van must be removed from the site on termination of the agreement.

11 Itinerant Vending in Noosa Holiday Parks

Itinerant Vending shall be permitted in Council Noosa Holiday Parks, subject to the following guidelines:

- a) All persons wishing to sell goods in the holiday park are required to obtain a "Commercial Use of Community Land" permit from the Noosa Council, which requires they hold (and provide proof of) a current Certificate of Currency (COC) in the value of \$20M noting the Noosa Council and the Holiday Park Managers Business names as a interested parties; Workcover for its employees, along with Work Method Statements and Risk Management Procedures;
- b) other conditions include:
 - i. the vendor MUST obtain final approval & dates from the Holiday Park Managers prior to any activity commencing; and
 - ii. the vendor identifying whether a Current Food Permit is required for selling food/coffee etc, and must be provided before commencement; and
 - iii. Not sell such goods which are readily available from an established business operating within a 200 meter distance of the entrance of the holiday park.

Charitable organizations are required to follow the same processes, however the application and annual fees for Not-for-profit organizations may be waived by Council.

The Holiday Park Manager can refuse access if the use is inconsistent with the Holiday Park needs.

- c) The Holiday Park Manager may allow goods to be sold by any charitable organization at his/her discretion provided conduct/operation of the Park is not adversely affected.

12 Construction of Solid Caravan Annexes or Roofs

Solid/permanent annexes are **NOT** permitted at any Noosa Holiday Parks.

Additionally, ropes are NOT to be tied to trees, fences, posts etc within the holiday park.

Independent flyovers, or unrestrained umbrellas are NOT allowable.

Gazebos are not permitted.

13 Related Policies & Procedures

Residential Tenancies Act 2010

Planning Scheme – Noosa Council

Noosa Council sub Local Law 1 (Administration)

Work Health and Safety Act 2011 (Queensland)

14 Animal Control

14.1 Pets

Boreen Point Campground may accept Dogs on prior application only (Trial commenced in 2013).

Pets are otherwise NOT permitted at any of the Noosa Holiday Parks.

14.2 Guide, Hearing and Assistance Dog Act 2009

Service dogs complying with the above Act are permitted into public areas including caravan parks. All dogs certified are to have an identity card and badge on their coat or harness.

15 Emergency Procedures

The Holiday Park Manager shall be responsible for ensuring that all staff are aware of relevant procedures in the event of an emergency, and are aware of the evacuation plan and location, as per the **Management**

Agreement.

The booking system allows for "Text Messaging". Park Managers are to use this option within RMS, and to notify the Noosa Council what the Txt message says, at the same time. All messages should be finalized with the park name eg: "Boreen Point Campground, Evacuate immediately due to possible flooding. Please phone 5485 3244. Do not reply to this txt." **NOTE: No more than 160 Characters.**

16 Park Rules

The Holiday Park Manager shall ensure that patrons are aware of caravan park rules. It is the responsibility of the Park Manger to ensure that patrons adhere to park rules as a condition of entry.

Park Managers should ensure that copies of "Park Rules" (on back of site plan) are available for patrons at all times.

Park Managers are authorized to evict any patrons who blatantly ignore park rules after an initial warning.

17 Safety

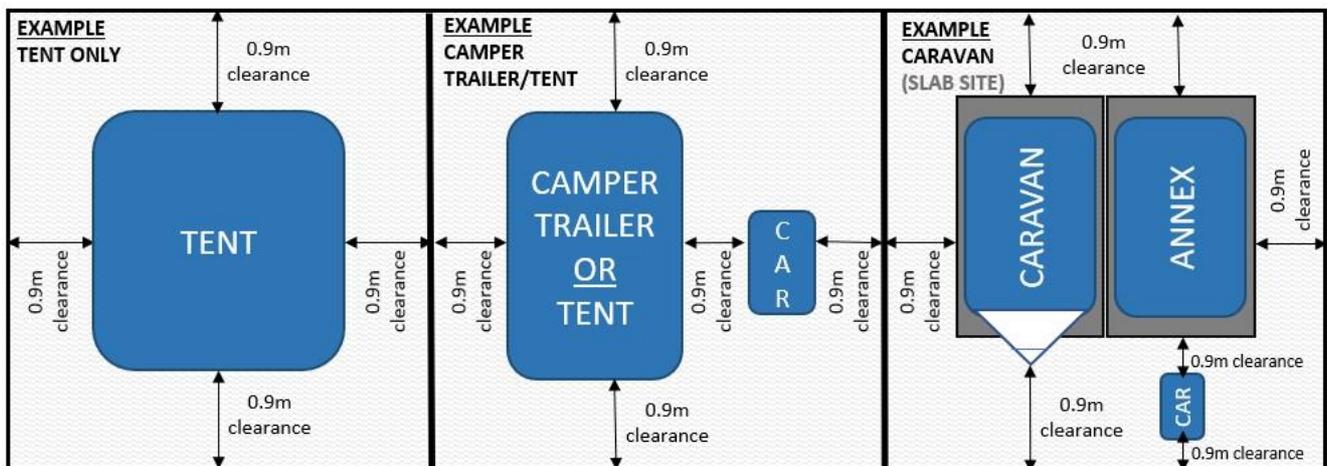
The Park Manager shall be responsible for ensuring the Noosa Holiday Park is free from foreseeable hazards that may compromise the safety of park patrons.

Bicycles are permitted to be ridden in parks in accordance with normal road rules. This requires the wearing of a helmet, adhering to speed limits and only during daylight hours.

Skateboards, roller blades and the like are not permitted in any Noosa Holiday Parks.

Particular attention should be paid to the following safety issues:-

- Protection of tie-down points with sand to prevent trip hazard
- Vehicle movement within the park
- Lighting of amenities
- Restricting access to hazardous areas
- The park shall be subject to annual safety audit. Annual Safety Audits may be conducted at such times as directed by Council.
- Restricting the amount of infrastructure per site. Eg: a site is approved for 1 vehicle and 1 caravan. This will include an annex which runs parallel with the caravan. Annex extensions, additional flyovers and additional tents are only allowed if they fit within the site boundary (allowing for a 1.8 metre separation between sites). Any additional boats or vehicles must NOT be parked within the site, or within the park without the Managements Approval.



Not to scale

18 Security

Regular security patrols maybe required during peak periods.

Should a civil disturbance or criminal matter arise within the park the Park Manager should notify the Police.

19 Site Management

The Park Manager shall ensure that individual sites are maintained in good repair. Particular attention should be paid to the condition of water supplies, electrical connections, and waste water disposal points.

The Park Manager shall ensure that an accurate site plan showing all sites and park facilities is kept at the Park Managers Office. Additional plans showing water and electricity reticulation and fire-fighting services should be kept for emergency situations.

20 Water Conservation

Holiday Park Managers should promote water conservation.

21 Water Testing

If required, Council will arrange the basic testing of Borewater and Tank Drinking Water where required at the Councils Costs. Holiday Park Managers must collate and record these readings on a regular basis, along with any actions taken to rectify any issues. These records must be presented by request of the Noosa Shire Council at any time.

22 Provisions – Sundry/kiosk sales

Each Noosa Holiday Park are allowed to offer sundry/kiosk items, such as prepackaged items eg: ice-creams, ice, gas etc at the Park Managers cost and revenue return.

Council's Eftpos facility must NOT be used at any time to collect funds.

Council may request at any time a detailed summary of income and expenses, over a 12 month period.

23 Booking Programs

Booking programs, booking facilities and the Noosa Holiday Parks Website are at Councils Expense & ownership. Council requires that any computers attached to these programs are **not to be used by the Public at any time.**

Park Managers must ensure there is no unlawful use of the internet at all times.

24 Excessive power costs

Excessive power usage charges will be invoiced to the Holiday Park Managers by Council. This includes for example the residence, kiosk fridges/freezers, air conditioning units etc.

25 Long Term Stays

Please ensure staff are aware of the "Residential Tenancies Act", and how it relates to the duration of stays, and the actions required by the onsite management to avoid any issues. - **Tenancy Agreement** means an agreement between the Holiday Park and a Patron relating to occupation by a Patron of a

site under the Residential Tenancies Act 2011.

26 Guideline Regarding Animals Accompanying Guests with Disabilities

a) Guide Dogs, Hearing Dogs and Assistance Animals

In accordance with Federal Legislation (Disability Discrimination Act 1992), you must accept guide dogs, hearing dogs and assistance animals onto all sites and on-site accommodation. The dog/animal owner must be able to produce the appropriate registration for the dog/animal. An assistance animal is one that is trained (i) to assist a person with a disability to alleviate the effect of the disability (ii) to meet standards of hygiene and behavior that are appropriate for an animal in a public place. There is no charge for these animals. The Act also states that any damage caused by the animal is repairable at the animal owner's expense.

b) Companion Dogs

Companion dogs, even if the person produces a letter from their doctor saying they need to have a dog for health reasons are NOT accepted at NRHP or NNSCG. Applications can be made for the BPCG.

27 Site Transference

Each site must be booked in the name of the occupier. If a registered guest relinquishes their site, they relinquish their rights over that site. It cannot be 'given/sold' to another party (family/friends included).

28 Compassionate or Loyalty Rebooks

From 1 June 2017, there is no provision for rebooking based on a compassionate or loyalty basis.