



General Information

At The Gateway Village, the owners and staff promise to do everything we can to make you feel at home during your stay with us. We will provide you with clean facilities, comfortable villas and courteous, friendly service. If something is not quite right, please tell us and we will do everything in our power to make it right for you. We understand that nothing replaces the feeling of home, but we will do our best to make your stay as comfortable as possible.

Office Hours	Open Monday to Saturday from 7.00am, Sunday from 8.00am
Check Out Time	Prior to 10.00am. Picnic Fees apply if departure is later than 10.00 am.
Annex / Tents	Please use shade cloth or hessian under tents, tarps and annexes to preserve the grass.
Bicycles	When riding bicycles, the same rules apply as on the street, that a helmet is to be worn at all times, and the light is to be on at night.
Boom Gate	Security Boom Gate Keys are issued to all tourists and should be used for 1 vehicle only. Please observe the 10 km/h speed limit – walking pace.
Amenities & Laundry	The amenities block and laundry are centrally located to all accommodation.
Cleaning of Amenities	1. We sterilize amenity block Wednesdays, commencing approximately 10am until dry. Disabled unit open for your convenience. 2. A daily service approximately 7.30am – 8.00am you may still use the amenities or the disabled unit is open while the service is in progress. 3. General daily cleaning approximately 11.15am – 12.15pm. Disabled unit open. 4. All cleaning done by male staff
Telephones & Internet	A public phone and internet kiosk are located at the rear of The Lillypond Centre.
Quiet Time	In consideration of others, please keep noise to a minimum after 8.00pm and before 7.00am.
Television	The television is located at the gazebo/BBQ area. Noise to be kept to a minimum after 8.00pm, if noise continues the television will be off at 10.00pm
Linen Hire & Irons	Linen hire is available from reception for a fee. Irons are available at office, maximum hire is 2 hours.
Swimming Pool	Open from 9.00am to 9.00pm daily. Children under 10 years of age must be supervised by an adult at all times.
Tennis	1/2 Court Tennis Racquets and balls can be obtained from Reception. If any balls or racquets are lost or damaged there is a charge. Day time Tennis FREE. Night time Tennis \$5.00/hour.
Basketball/Botchee	The basketball or the Botchee set can be collected from reception.
Recycling	Yellow bins are for Glass, Aluminium and Plastic. Red bins are for household rubbish. Blue bins are for cardboard and paper
Visitors	a. Visitors are welcome at our park; however, we do ask that all visitors be registered at reception. b. There is a small fee prior to overnight stays and pool usage. c. Car Parks are provided for visitor's cars. d. Guests are responsible for their visitors.
Vehicles	One vehicle per site. Extra vehicle to be parked in car parks located throughout the park.
Smokers	Smoking is prohibited from within all amenities blocks and accommodation. For the convenience of guests we would appreciate you restrict your smoking to the verandah of your cabin. Bins are provided for cigarette butts, please do not throw them in the gardens or on the lawn.
Sprinklers	Are used from the Bore and the Creek – not suitable for drinking.
Car Washing	Due to Water Restrictions, cars may only be washed using a bucket – not a hose. Please do this on the grass.
Internet	Is located at the rear of The Lillypond Centre.
The Lillypond Centre	The Lillypond / Function Room is available for hire for conferences and weddings.
Power	One site = one power point, if a second power point is required, a fee will be charged.
Remote Control Cars	Remote control cars or similar are not to be used.

the gateway village in grafton

VISITORS CAR PARK
EMERGENCY ZONE

BASKETBALL COURT

TROPICAL POOL

TENNIS COURT

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Casino/Brisbane

OFFICE

SECURITY BOOMGATED PARK

ALEXANDRIA

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Casino/Brisbane

OFFICE

SECURITY BOOMGATED PARK

ALEXANDRIA

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