

# FAQS

## GENERAL INFORMATION & BEFORE YOU BOOK

### WHERE ARE YOU LOCATED?

OUR ADDRESS IS 1820 BRIBIE ISLAND ROAD, SANDSTONE POINT, 4511, QLD.

WE ARE LOCATED ON THE BEAUTIFUL PUMICESTONE PASSAGE AT SANDSTONE POINT, QUEENSLAND; BETWEEN BRISBANE CITY AND SUNSHINE COAST. YOU'LL FIND US ON THE RIGHT HAND SIDE JUST BEFORE THE BRIBIE ISLAND BRIDGE, NEXT TO THE SANDSTONE POINT HOTEL.

**DO YOU HAVE A SITE MAP?** YOU'LL FIND OUR CURRENT SITE MAP ON OUR WEBSITE HOMEPAGE. WE ARE IN THE PROCESS OF DEVELOPING SOME NEW AND EXCITING PROJECTS AROUND THE RESORT SO THIS MAP AND THE NUMBERS SHOWN ARE SUBJECT TO CHANGE.

**WHAT IS YOUR CANCELLATION OR AMENDMENT POLICY?** TO PROVIDE YOU WITH THE MOST RELEVANT INFORMATION, WE ASK THAT YOU REVIEW YOUR CANCELLATION POLICY WITHIN YOUR BOOKING CONFIRMATION EMAILS. IF YOU HAVEN'T YET MADE A BOOKING, CONTACT OUR RESERVATIONS TEAM ON WHO WILL BE HAPPY TO OUTLINE OUR TERMS & CONDITIONS FOR YOU. WE RECOMMEND OUR GUESTS CONSIDER TAKING OUT TRAVEL INSURANCE THAT SUITS THEIR CIRCUMSTANCES.

ALL CANCELLATIONS OR BOOKINGS CHANGES WILL ONLY BE ACCEPTED THROUGH EMAIL. PLEASE EMAIL US AT [INFO@SPKR.COM.AU](mailto:info@spkr.com.au) WITH YOUR BOOKING NUMBER AND NAME.

**HOW DO I BOOK A LARGE GROUP?** WHETHER YOU'RE CELEBRATING A SPECIAL OCCASION WITH ALL YOUR EXTENDED FAMILY OR PLANNING A QUICK GETAWAY WITH JUST A FEW CLOSE FRIENDS, WE HAVE ALL DIFFERENT ACCOMMODATION OPTIONS TO SUIT YOUR GROUP'S REQUIREMENTS. CONTACT OUR RESERVATIONS TEAM ON (07) 3450 0732 OR [INFO@SPKR.COM.AU](mailto:info@spkr.com.au) WHO WILL BE ABLE TO ASSIST YOU WITH A GROUP RESERVATION.

**DO YOU ALLOW PETS OR SERVICE ANIMALS AT THE RESORT?** SORRY FIDO, WHILE WE LOVE OUR FURRY FRIENDS, WE ARE NOT A PET FRIENDLY RESORT. UNFORTUNATELY THIS ALSO MEANS INSIDE YOUR CARAVAN OR MOTORHOME.

WE DO WELCOME CERTIFIED GUIDE DOGS, HEARING DOGS AND ASSISTANCE DOGS AS LONG AS A COPY OF THE APPROVED HANDLERS IDENTITY CARD IS PROVIDED VIA EMAIL TO US BEFORE YOUR ARRIVAL.

**IS THE WATER PARK AVAILABLE TO THE GENERAL PUBLIC?** NO. AS MUCH AS WE'D LOVE TO SHARE OUR AMAZING FACILITIES WITH EVERYONE, MUCH LIKE OTHER RESORTS AND BIG4 PARKS, WE HAVE A DUTY OF CARE TO SUPPLY PAYING GUESTS WITH A PREMIUM EXPERIENCE AND EXCLUSIVE USE.

**ARE THERE ACTIVITIES DURING THE SCHOOL HOLIDAYS?** OF COURSE! IF YOU'RE STAYING WITH US DURING ANY QUEENSLAND SCHOOL HOLIDAYS, WE WILL SEND YOU A PROGRAM PRIOR TO YOUR ARRIVAL. KEEP AN EYE OUT ON OUR WEBSITE AND FACEBOOK PAGE FOR UPDATES, PLUS THERE'S ALWAYS THE GO-KARTS TO PEDAL AROUND ON (FOR KIDS OF ALL AGES!)

**CAN I HAVE VISITORS DURING MY STAY?** THE FACILITIES WITHIN THE PARK ARE HERE FOR THE PRIORITY USE OF GUESTS STAYING AT BIG4 SANDSTONE POINT HOLIDAY RESORT. AS WE DO NOT WANT OUR GUESTS OR FACILITIES TO FEEL OVER-CROWDED THERE ARE LIMITATIONS TO WHEN OUTSIDE VISITORS OF IN-HOUSE GUESTS CAN ENTER. WE RECOMMEND CONTACTING OUR TEAM CLOSER TO YOUR ARRIVAL TO CHECK IF WE ARE ALLOWING VISITORS DURING YOUR STAY DATES. MANAGEMENT RESERVES THE RIGHT TO DENY ENTRY TO ANY OUTSIDE VISITORS FOR HEALTH & SAFETY REASONS.

## ACCOMMODATION INFORMATION

**CAN I CHOOSE MY SITE OR ROOM NUMBER OR CAN I BE ALLOCATED A SITE NEXT TO MY FRIENDS OR FAMILY?** WHILST WE ALWAYS DO OUR BEST TO ACCOMMODATE REQUESTS FOR SPECIFIC SITES/ACCOMMODATION, WE ARE NEVER ABLE TO GUARANTEE SUCH REQUESTS DUE TO POSSIBLE OPERATIONAL ISSUES OR MAINTENANCE REQUIREMENTS.

**DO YOU HAVE ROOM SERVICE?** YES. ROOM SERVICE IS AVAILABLE FROM THE START OF LUNCH SERVICE. DURING HOLIDAY PERIODS AND PEAK TIMES, ROOM SERVICE MAY NOT BE AVAILABLE; SPEAK WITH RECEPTION ON ARRIVAL.

**ARE THE ROOMS CLEANED OR SERVICED?** ON ARRIVAL, YOU WILL BE PROVIDED WITH THE ESSENTIALS INCLUDING ALL LINEN, BATHROOM AMENITIES AND TOWELS. IF AT ANY TIME YOU NEED THESE ITEMS REPLENISHED, YOU CAN REQUEST THIS WITH RECEPTION. FOR BOOKINGS MORE THAN 5 NIGHTS, WE WILL PROVIDE A MID-STAY AMENITY REPLENISHMENT AND FOR BOOKINGS MORE THAN 7 NIGHTS, WE WILL PROVIDE A FULL SERVICE MID-STAY.

**ARE COTS & HIGH CHAIRS AVAILABLE TO HIRE?** YES WE CAN ARRANGE HIRE OF COTS AND HIGHCHAIRS IN ROOMS. THIS NEEDS TO BE ARRANGED WITH RECEPTION IN ADVANCE DUE TO LIMITED AMOUNT OF HIRE EQUIPMENT.

**DO YOU HAVE ANY WHEELCHAIR ACCESSIBLE ROOMS?** YES, WE HAVE SEVERAL 2 BEDROOM VILLAS WITH A SPECIALISED BATHROOM SUITABLE FOR THOSE IN A WHEELCHAIR OR WITH LIMITED MOBILITY. IF YOU WOULD LIKE TO BOOK ONE OF THESE ROOMS, BOOK DIRECT WITH OUR RESERVATIONS AGENTS OVER THE PHONE TO ENSURE YOU ARE ALLOCATED THIS ROOM TYPE OR SIMPLY SELECT AN 'ACCESSIBLE' ROOM CATEGORY ONLINE.

**HOW MANY PEOPLE CAN WE HAVE ON OUR CARAVAN/CAMPING SITE?** WE ALLOW A MAXIMUM OF SIX PEOPLE ON ONE SITE. THIS IS DUE TO THE CAPACITY OF THE ENTIRE RESORT WHEN WE'RE FULLY BOOKED. IF YOU HAVE A LARGE FAMILY OF MORE THAN SIX PEOPLE, WE RECOMMEND BOOKING TWO SITES TO ALLOW FOR SUFFICIENT SPACE FOR ALL OF YOUR EQUIPMENT AND VEHICLES.

**I HAVE BOOKED A POWERED SITE, WHAT TYPE OF POWER LEAD DO I NEED?** A 15AMP LEAD IS REQUIRED (IN GOOD CONDITION). WE RECOMMEND A MINIMUM OF 10 METERS IN LENGTH AS SOME OF OUR POWER BOXES RANGE IS DISTANCE.

**CAN I BRING MY GENERATOR?** QUIET GENERATORS ARE PERMITTED ONLY BETWEEN DAYLIGHT HOURS (7AM - 7PM).

**HOW BIG ARE THE POWERED SITES?** OUR POWERED SITES RANGE IN SIZE BUT ARE ROUGHLY 10M WIDE AND 12M IN LENGTH (36FT LONG), SUITABLE FOR MOST EQUIPMENT TYPES.

**CAN I PARK MY CAR ON OR BESIDE MY CAMP SITE?** YES, WE ALLOW ONE CAR PER SITE. YOUR CAR MUST FIT WITHIN THE SITE PARAMETERS AND NOT IMPEDE ON YOUR NEIGHBORS SITES.

**DO YOU ALLOW CAMP FIRES?** NO OPEN FIRES ARE PERMITTED ANYWHERE IN THE PARK. FIRE BANS MAY BE IN PLACE THROUGHOUT THE YEAR. DURING THE WINTER MONTHS, OUR COMMUNAL FIRE PIT WILL BE RUN BY STAFF AT THE SUNSET DECK.

**WHAT CAMPING FACILITIES DO YOU HAVE?** WE HAVE FULLY EQUIPPED CAMP KITCHENS, COIN-OPERATED LAUNDRY, AND AMENITY BLOCKS WITH TOILETS AND SHOWERS AND DISABLED BATHROOMS.

**CAN I BRING MY BARBEQUE?** YES, WE ALLOW GAS & ELECTRIC BARBEQUES ONLY THAT DO NOT PRODUCE EXCESSIVE SMOKE AND ARE LIFTED OFF OF THE GROUND. CHARCOAL AND WOOD BARBEQUES AND SPITS ARE NOT PERMITTED.

**DO THE SITES HAVE SLABS?** OUR SITES HAVE AN ARTIFICIAL GRASS 'SLAB' LAYERED WITH CRACKER DUST UNDERNEATH.

## BEFORE YOU ARRIVE & DURING YOUR STAY

### HOW DO I PAY FOR MY BOOKING?

WE HAVE SEVERAL PAYMENT OPTIONS AVAILABLE FOR YOUR CONVENIENCE INCLUDING BPAY, EFTPOS, CASH AND CREDIT/DEBIT CARD. YOU'LL FIND ALL OF THESE OPTIONS ALONG WITH YOUR CUSTOMER REFERENCE NUMBERS ON YOUR BOOKING CONFIRMATION EMAIL. ALL CREDIT/DEBIT CARD PAYMENTS WILL INCUR A SMALL TRANSACTION FEE.

### WHAT TIME IS CHECK IN/CHECK OUT?

**CHECK IN:** POWERED SITES - FROM 12:00PM. VILLAS & SAFARI TENTS - FROM 2:00PM.

WE UNDERSTAND YOU MIGHT LIKE TO ARRIVE EARLY TO ENJOY OUR FACILITIES, HOWEVER DURING PEAK TIMES (WEEKENDS & SCHOOL HOLIDAYS), WE UNFORTUNATELY CANNOT ALLOW THIS AS EXTRA GUESTS WILL INUNDATE THE AREA AND CAUSE DELAYS IN OUR KIOSK.

WE ENCOURAGE GUESTS TO ARRIVE BEFORE THE CLOSE OF RECEPTION TO MINIMISE DISRUPTION TO OTHER GUESTS WHO MAY HAVE TURNED DOWN FOR THE NIGHT. IF YOU PLAN TO ARRIVE AFTER RECEPTION CLOSING TIME (SUNDAY TO THURSDAY AFTER 7PM, FRIDAY & SATURDAY & SCHOOL HOLIDAYS AFTER 9PM), PLEASE CALL US ON (07) 3450 0732 WELL IN ADVANCE SO WE CAN ARRANGE A LATE CHECK IN FOR YOU.

**CHECK OUT:** CHECK OUT TIME IS 10:00AM FOR ALL ACCOMMODATION TYPES. SEE OUR RECEPTION TEAM FROM 7:00AM WHO WILL FINALISE YOUR ACCOUNT AND DEPART YOUR BOOKING.

WE UNDERSTAND YOU MIGHT ALSO LIKE TO STAY FOR THE DAY AFTER YOU CHECK OUT TO USE OUR FACILITIES, WE UNFORTUNATELY CANNOT ALLOW THIS DURING PEAK TIMES (WEEKENDS & SCHOOL HOLIDAYS) AS EXTRA GUESTS WILL INUNDATE THE AREA AND CAUSE DELAYS IN OUR KIOSK. WE APPRECIATE IF YOU COULD DEPART AT YOUR DESIGNATED CHECK OUT TIME AND HOPEFULLY RE-BOOK TO STAY WITH US AGAIN.

## WHAT DO I NEED TO PACK?

IF YOU'RE STAYING IN A SAFARI TENT OR VILLA, THEY INCLUDE ALL LINEN, BATH TOWELS AND SMALL AMENITIES SUCH AS SHAMPOO & CONDITIONER.

OUR ON-SITE CONVENIENCE STORE HAS A WIDE RANGE OF ITEMS INCLUDING ICE-CREAM, GROCERIES, ICE, DRINKS, HEALTH & BEAUTY... AND TOOTHBRUSHES IF YOU FORGET YOURS!

WE KNOW YOU'LL BE LIVING IN YOUR SWIMMERS MOST OF THE TIME BUT TO MAKE THINGS A BIT EASIER HERE'S A LIST OF THINGS TO PACK:

- POOL OR BEACH TOWELS - POOL TOWELS ARE AVAILABLE AT RECEPTION (\$10 BOND APPLICABLE) IF YOU FORGET YOURS.
- REMEMBER TO PACK YOUR HELMETS IF THE FAMILY BIKES & SCOOTERS ARE COMING- THEY MUST BE WORN IN THE PARK. NO ELECTRIC SKATEBOARDS OR SCOOTERS PERMITTED.
- CLOSED IN SHOES FOR OUR GO KART RIDERS.
- AND LASTLY... DON'T FORGET YOUR FLIP FLOPS & SUNSCREEN!

**CAN I BRING TWO CARS?** WE ONLY HAVE SPACE FOR ONE CAR PER ROOM OR SITE. HOWEVER WE HAVE PLENTY OF FREE UNCOVERED PARKING JUST OUTSIDE THE RESORTS MAIN ENTRANCE FOR YOUR ADDITIONAL CAR.

**DO YOU OFFER FREE WI-FI?** WE SURE DO. YOU'LL FIND THE NETWORK INFORMATION & PASSWORD IN RECEPTION AND ON YOUR WELCOME MAP.

**DO YOU HAVE FOOD ON SITE?** WE HAVE A KIOSK ON SITE WHICH SERVES A VARIED FOOD & DRINK MENU, PLUS YOU CAN GET COFFEE AT RECEPTION DAILY FROM 7AM. SANDSTONE POINT HOTEL IS RIGHT NEXT DOOR, SO THERE IS PLENTY TO ENJOY.

**CAN I HAVE VISITORS DURING MY STAY?** THE FACILITIES WITHIN THE PARK ARE HERE FOR THE PRIORITY USE OF GUESTS STAYING AT BIG4 SANDSTONE POINT HOLIDAY RESORT. AS WE DO NOT WANT OUR GUESTS OR FACILITIES TO FEEL OVER-CROWDED THERE ARE LIMITATIONS TO WHEN OUTSIDE VISITORS OF IN-HOUSE GUESTS CAN ENTER. WE RECOMMEND CONTACTING OUR TEAM CLOSER TO YOUR ARRIVAL TO CHECK IF WE ARE ALLOWING VISITORS DURING YOUR STAY DATES. MANAGEMENT RESERVES THE RIGHT TO DENY ENTRY TO ANY OUTSIDE VISITORS FOR HEALTH & SAFETY REASONS.

**WRISTBANDS & FACILITY ACCESS:** ON ARRIVAL, ALL GUESTS WILL BE PROVIDED WITH A WRISTBAND WHICH WILL GIVE YOU ACCESS TO OUR BOOM GATES AND FACILITIES. WRISTBANDS MUST ALWAYS BE WORN DURING YOUR STAY. THIS ENSURES ONLY OUR GUESTS ARE USING THE FACILITIES THEY HAVE PAID FOR AND INCREASES THE SECURITY WITHIN THE RESORT.

ADULTS WILL BE PROVIDED WITH A WRIST BAND WHICH HAS A UNIQUE CHIP INSIDE WHICH IS CALIBRATED FOR YOUR STAY. WITH THIS YOU CAN OPEN THE BOOM GATES, THE GATE TO THE HOTEL, ACCESS YOUR VILLA AND OPEN PARENT ROOMS AND SPECIAL ACCESS ROOMS. CHILDREN WILL BE PROVIDED WITH A PAPER WRISTBAND AND WILL NOT HAVE ACCESS TO ROOMS OR LOCKED GATES WITHOUT PARENTS PRESENT.

### **CAN I BRING MY KIDS BIKES/SCOOTERS?**

YES, DURING DAYLIGHT HOURS, BIKES, SCOOTERS AND SKATEBOARDS PERFECT FOR GETTING AROUND THE RESORT. WE DO NOT ALLOW BIKES, SCOOTERS, AND SKATEBOARDS AFTER DARK OR IN CERTAIN AREAS OF THE RESORT FOR EVERYONE'S SAFETY. A SPEED LIMIT OF 10 KM/H IS IN PLACE THROUGHOUT THE RESORT FOR BOTH DRIVERS AND RIDERS.

MOTORISED OR ELECTRIC BIKES, SCOOTERS AND SKATEBOARDS THAT CAN EXCEED THE SPEED LIMIT ARE NOT PERMITTED AT ANY TIME.

**CAN I SMOKE/VAPE ON MY SITE OR OUTSIDE MY ROOM?** NO. FOR THE HEALTH AND COMFORT OF ALL GUESTS, SMOKING & VAPING IS NOT PERMITTED INSIDE ANY OF OUR VILLAS, SAFARI TENT OR ON POWERED SITES. WE HAVE DESIGNATED SMOKING AREAS WHICH CAN BE FOUND ON OUR SITE MAP.

IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE DON'T HESITATE TO CONTACT OUR GUEST SERVICES TEAM.

(07) 3450 0732 | [INFO@SPHR.COM.AU](mailto:INFO@SPHR.COM.AU)

