



Minimum Impact Beach Camping Guidelines

Straddie Camping wishes to extend a welcome to you and hope that your stay on North Stradbroke Island will be enjoyable.

We ask that you accept by the following guidelines to ensure the safety, comfort and well-being of all those visiting the beach camping areas.

Your obligations as a guest include the following:

Camping Tags

- Please ensure your Camping Tag is attached to your tent, van, trailer or camping structure so it is easily visible.
- You may be fined for not displaying your Camping Tag so do not keep it in your vehicle.

Camping sites

- Use existing campsites – choose a site where you will not need to dig a trench, flatten vegetation or break overhanging branches.
- Campsites are to be no bigger than 6m X 6m with strictly one vehicle per site. A maximum of six people are permitted per site and this is to include all children and infants.
- Do not camp within 50m of streams or waterways.
- Flinders Beach camping areas are in designated areas. Please look for the signs showing a tent at the camping area entrances. The tracks are numbered 1 to 12 commencing at the Point Lookout end of the beach.
- Main Beach camping areas commence seven (7) kilometers south of the causeway and camping is not permitted at Jump-In-Pin. Please look for the designated number zone signs. The tracks are numbered 1 to 15 running from the causeway end south to the Jump-In-Pin.
- You must only use designated tracks to access the Camping Grounds. At no times are you permitted to make your own access into any camping area

Toilets | Showers

- Do not use any detergents or soaps within 50 metres of streams or waterways.
- Use the toilet facilities, where provided, but if camping without toilet facilities, bury toilet waste in a 200mm deep hole at least 50m away from a waterway, campsite or frontal dunes.
- Do not empty chemical toilet into the composting toilets on Flinders Beach and Brown Lake, as this will kill the bacteria within the composting chambers – rendering them inoperative. Fines apply.
- Flinders Beach has 3 composting inlets, located at tracks 3, 5 & 7 and a chemical waste disposal located at Track 5.

Rubbish

- Take your rubbish with you and dispose of it at home or at designated waste disposal sites.
- When fishing is completed, please deposit unwanted bait in the ocean taking care to remove all plastic from the beaches. Plastic is one of the largest killers of sea life.
- Flinders Beach has trailer bins located at tracks 1,3,5,11 & wheelie bins at track 7.
- Main Beach has wheelie bins located at the Causeway access point.

Cooking

- Preferably use fuel stoves.
- Generators may be used between 7am and 9pm only.
- Cooking fires are allowed on condition that they are extinguished with water (not sand) after use.
- If a cooking fire is necessary, always keep it small, and where possible light fires where it is already cleared of vegetation, on the site of a previous fire.
- You must bring all firewood with you. Do not collect firewood from the beaches or dunes. Do not cut branches from trees for firewood.
- Always observe fire bans. Extinguish all fires once cooking is complete.
- Please be aware that a fire ban is still in place on all beaches.
- Bonfires are not permitted, either on the beach or in the camping grounds.

Dogs

- We allow 2 dogs per campsite in the Flinders Beach and Main Beach camping areas.
- Dogs must be on a leash and under control at all times.

- You are responsible for your dog at all times, and you may be asked to leave the camping areas if your dog exhibits bad behavior or makes excessive noise.
- The only off leash area on the beach is at Home Beach located between Rocky Point and the Rocky Headland in front of the Point Lookout Hotel.

4WD Vehicles

- Before accessing the beaches a Vehicle Access Permit must be purchased.
- Vehicle Access Permit must be attached to all vehicles (on lower left side of windscreen).
- Please access the camping areas through the tracks provided, and DO NOT make your own tracks.
- The speed limit on Flinders Beach is 40 km/ph.
- The speed limit on and Main Beach is 60 km/ph.
- Driving is not permitted on the beaches 1 hour and 15 minutes each side of high tide time.

Terms & Conditions

We want you to enjoy your camping holiday but we just have a few things you need to know.

Booking Conditions

- Site fee includes first two adults.
- All fees and charges are in Australian dollars, and are subject to change without notice.
- Cabin minimum stay:
 - Off-Peak Dates - two nights for stays commencing Fridays and Saturdays, otherwise one night (one night surcharge applies)
 - Peak Dates – two nights
- Cabins have linen provided except for bath towels & beach towels.
- A discount is available to school groups, and for educational excursions.

Peak Periods - Peak periods cover all Queensland school holidays. Dates change annually.

Payment of site fees - You must pay the full booking amount at the time of booking to secure your site/cabin.

Changes to Bookings - Bookings may be altered subject to availability, and by giving 14 days notice. You may change your booking to another date, by doing so at least 14 days prior to your scheduled arrival date, by contacting our Reservations Centre on 07-3409-9668. An administration fee of \$5 is charged each time you make a change to your booking.

Changes that result in an increase in camping fees will require the payment of the difference in the initial fee paid, and the new fees owing, as well as the \$5 administration fee.

You may change a booking to decrease the number of nights, however if you do so you will not be entitled to a refund. You will receive a credit for the balance, less a \$5 administration fee. Any balance of fees will be held in credit for use within 12 months from the date you made the initial booking.

Cancellations - You may cancel your booking by doing so at least 14 days prior to your scheduled arrival date. Regardless of your initial method of payment, you will be issued a credit for the balance of any unused stay, less a \$5 administration fee.

Any balance of fees will be held in credit for use within 12 months from the date you made the initial booking. Should you not use your credit by the end of the 12 month period, it will be forfeited to Straddie Camping.

You may cancel your booking by contacting our Reservations Centre on 07-3409-9668.

Request to extend camping - A request to extend camping made immediately before or during your stay will be considered where possible.

You may request to extend your booking by contacting our Reservations Centre on 07-3409-9668, in person at one of our Camping Ground offices, or doing so directly with one of our Beach Rangers.

Extreme Situations - In the event that access to our Camping Grounds is prevented by weather extremes or emergency situations, or if facilities are closed for all or part of the camping permit period, we will at no additional cost, offer alternative camping for the unused balance of your stay, within the next 12 months from the first day of your booking. If the alternative is unavailable or unacceptable, we will refund the payment for the unused balance of your stay in full.

Reservations Centre Booking - If you have made a booking with one of our friendly Reservations Centre staff, please contact our Reservations Centre on 07-3409-9668 regarding changes to your stay. You will need to provide your Reservation Number located at the top of your booking to make any changes to your booking. Your Reservation Number is confidential and should only be given to Straddie Camping staff or your travel agent.

Internet Booking (coming soon) - If you have created your own booking online, you can take advantage of our online change and cancel facility. You can make your change or cancellation at the Manage Bookings section and follow the instructions. You can also change or cancel your booking via your web-enabled mobile phone, by accessing our mobile platform mobile.straddiecamping.com.au. Alternatively, you can contact our Reservations Centre on 07-3409-9668 regarding changes to your stay. Note: Changes made via the Reservations Centre are subject to Reservations Centre prices, which can be more than the Internet prices.

Booking Agents - If you purchase camping on a third party website, or from a Booking Agent, any query regarding the purchase, or any refund request, must be referred to the website on which you made the purchase, or the Booking Agent who sold you the camping permit and/or accommodation.

Refunds - In the unlikely event that Straddie Camping is unable to provide a site or cabin on the date listed on your confirmation documents, you will be offered an alternative site or cabin, or alternate dates. If no suitable arrangements for alternate accommodation or dates can be made, you may be offered a full or part refund in recognition of the change to your booking.

We will reject a claim for a refund based on circumstances outside of its control including:

- unfavourable or unpleasant weather conditions before or during the camping or other activity.
- personal decisions to change visit plans.
- personal decisions to arrive some time after the permit start date or leave before the permit end date.
- the failure of a person or group to obtain a transport booking or the failure of their chosen transport to operate.
- ill health or sickness not of a life-threatening nature.

Claims for refunds - All claims must be made in writing either by email to custcare@straddiecamping.com.au or by mail to: Straddie Camping, P.O. Box 160, Dunwich, North Stradbroke Island, Qld, 4183

When a claim is made in writing and sent by post, the date of claim will be when the claim was received.

Early Departure - Campers who leave the Parks early, or do not arrive on their scheduled arrival day will not be entitled to a refund or credit. Adverse weather is not a reason for either refund or credit. At the discretion of Management, and on compassionate grounds only, customers may receive a credit to return in an off peak period. Such requests must be made in writing.

Booking confirmation and booking numbers - When you book & pay for camping on our website you will have your confirmation sent to you by email. In this email you will receive a booking number confirming that your camping has been booked and paid for. We will use this number to confirm your stay in our Camping Grounds, and issue your Straddie Camping Tag, and access cards.

You will need to bring a copy of the confirmation, or your booking number, with you to present at our Reservations Office on arrival on the island. At this time you will be issued with your Straddie Camping Tag, and also Access Cards, which will give you access to the Camping Grounds and the amenities blocks for the duration of your stay.

The confirmation entitles you to a campsite or cabin for dates as printed on the confirmation. You should keep your booking number or confirmation email for the duration of your stay. It is your responsibility to keep this information safe. During your stay, you may be asked to produce a copy of your confirmation, or asked for your booking number, by an authorised member of Straddie Camping.

Conditions of Entry, and Camping in our Camping Grounds - The Camping Ground is located within the Minjerribah Recreation Area. Activities such as camping, and driving on the beaches, are controlled by regulatory notices. Contravention of a requirement of a regulatory notice is an offence under the Recreation Areas Management Act 2006.

An official receipt of payment is recognised as acceptance by all campers and their guests, of these regulations, and as an official permit to stay during its period of currency, unless it is made void sooner as a result of misconduct as described in the above Minimum Impact Camping Guidelines, or on regulatory signs.

Authorised Straddie Camping personnel regularly patrol the Camping Grounds and Beach Camping Areas and are able to evict campers or their guests if the camper or their guests have failed to perform or observe any of the obligations listed in the Minimum Impact Camping Guidelines, or contravene any requirements listed on regulatory notices. Verbal notice by the Straddie Camping authorised personnel is sufficient. In the case of an eviction, camping fees paid will not be refunded.

Unaccompanied Minors

- All guests under the age of 18 must be accompanied by a responsible adult such as a parent, step-parent, guardian or other adult who has parental rights and responsibilities for the under 18 year old guest.
- If a guest is found to be a person under the age of 18 who is not accompanied by a responsible adult, Straddie Camping may immediately cancel the guest's booking and the full booking amount will be forfeited to Straddie Camping under this clause.