

We are looking forward to welcoming you to BIG4 Ballina Headlands Holiday Park.

For the safety of our guests and team and, to comply with current COVID-19 restrictions, guests at BIG4 Ballina Headlands Holiday Park must abide by the following Conditions of Entry:

- Please do not visit BIG4 Ballina Headlands Holiday Park if you or any other member of your family is unwell.
- If you or a member of your booking becomes unwell whilst staying at BIG4 Ballina Headlands Holiday Park or anytime in the two weeks following your departure, you must advise BIG4 Ballina Headlands immediately by calling 02 66877450.
- We encourage all guests and staff to download and activate the COVIDSafe app.
- All guests must be listed in your booking including name and contact phone number.
- A mandatory registration form must be signed prior to checking in.
- Social distancing requirements apply, including guests and staff remaining 1.5m apart from each other and no more than 1 person per 4 square metres. In order to achieve this, please:
 - ensure you stand on the marked areas on the Reception floor. If there are no available spaces, please wait outside.
 - ensure only one person, per booking, enters the Reception or Shop area
 - Groups and/or gatherings of more than 10 people aren't permitted.
- For the time being, we are 'cashless' where possible. Please arrange payment via credit card or funds transfer, prior to your stay.
- No visitors – please do not invite or entertain visitors who are not registered in your booking into the park.
- Children must always be supervised in the park, to ensure adherence to social distancing and safe hand cleaning measures.
- Guests must abide by safe practice and hygiene rules, including frequent handwashing with warm water and soap for at least 20 seconds, before and after entering communal facilities and/or before and after any contact with surfaces that are used by more than one person.
- Guests must abide by safe respiratory hygiene, including avoiding touching your face and ensuring you cover your mouth and nose when you cough and/or sneeze with either a tissue that you dispose of immediately after use or your bent elbow and then washing your hands.
- Please refrain from shaking hands or touching anyone, outside of your booking party.
- Hand sanitizer is provided at several stations around the park for your use.
- The games room remains closed currently.
- The Camp Kitchen including deck, laundry, and pool have person limits. Please comply with signage. Tables/seating have been placed in position to comply with the 1.5 metre rules. Please do not move.
- Temporary measures have been taken in the Amenities building to comply with hygiene measures, so things will not look the same, as we trade under the "new normal". We ask that you adhere to all signage so that we comply with Social Distancing and gathering rules.
- Our staff will be regularly sanitising all frequent touch points, but guests should utilise all facilities with caution.

Your enjoyment and the safety of all our guests, staff and the wider community is our top priority. To this effect, our already vigilant team have been trained in COVID-19 best practice hygiene and cleaning procedures. We ask you to please follow any instructions given by our team and continue to abide by existing State and Federal COVID-19 restrictions for the wellbeing of all.

If you have any concerns or enquiries, please don't hesitate to contact our team on 02 66877450.