



koala *sanctuary*
PORT STEPHENS



Accommodation Terms and Conditions

Effective to 30 June 2025



General Accommodation Terms & Conditions

For all accommodation related matters at the Port Stephens Koala Sanctuary contact **02 4988 0800**.

Check in time is **2.00pm**. Check out time is **10.00am**. *(This may vary between accommodation types available at the Sanctuary).*

Extra persons attract additional charges. Infants 0-3yrs no charge, Children 4-13yrs extra charge applies, Adults 14+ extra charge applies.

Any outstanding balances are required to be paid full upon check-in.

Accommodation Capacities: **Glamping Tents**: Up to 4 persons dependant on bedding configuration. **Cabin Rooms**: Up to 4 persons dependant on bedding configuration.

Confirmation of your reservation means you are agreeing to abide by our Sanctuary rules. Any breach of rules, booking terms or conditions will result in removal from the Sanctuary and forfeit of fees paid.

Reservations are not permitted by persons under the age of 18 years and all minors must be accompanied by an adult.

For any Group Booking please contact the Sanctuary for further details or submit an email enquiry at **koalasanctuary@portstephens.nsw.gov.au**

All tariffs are subject to change without notice.

Guests agree as a condition of booking that any damage caused to Sanctuary property may be reimbursed by a non-refundable charge against the guest's credit card.

Pets are not permitted at the Port Stephens Koala Sanctuary.

Fires of any kind are **not permitted** within the Port Stephens Koala Sanctuary.

Any special requests made at time of booking online cannot be guaranteed.

Discounts without a promocode are not available when booking online please contact the Sanctuary direct.

Port Stephens Koala Sanctuary Rules and Regulations

To ensure the comfort and safety of all our guests, we would ask that you take a few minutes to familiarize yourself with our Sanctuary Rules and Regulations.

Road Speed Limits - For the safety of all guests, please keep speed limit to **8km/h** at all times within the limits of the Port Stephens Koala Sanctuary.

Follow reasonable direction - Guests are required to follow any reasonable direction given by Sanctuary Staff or Security Personnel during their stay within the Port Stephens Koala Sanctuary. Failure to comply with these directions may result in eviction from the Sanctuary.

Offensive Behaviour & Excessive Noise – Drunkenness, offensive, aggressive or threatening behaviour & excessive noise will not be tolerated under any circumstances. Persons displaying this type of conduct will be removed from the Sanctuary. Please remember to keep your television & music at a volume that will not disturb your neighbours. **All noise of a disruptive nature is to cease by 10.00pm.**

Damage to Property – Wilful damage to the Sanctuary or guest property or tampering with Sanctuary or guest property will not be tolerated under any circumstances. This type of conduct will result in eviction from the Sanctuary.

Security Entry Gates are in operation. Guests arriving outside reception hours (*9am-5pm*) must arrange prior entry.

Check out time is 10.00am. If departing prior to reception opening please lock your accommodation & deposit your key into the key/mail slot found at reception

Visitors must park within areas as designated within the Port Stephens Koala Sanctuary.

Bikes, Skateboards & Roller Blades etc. are **not permitted** within the Port Stephens Koala Sanctuary.

Glamping Tents/Cabins - An additional charge will apply for accommodation left in an unreasonable state.

No Responsibility is taken by Port Stephens Koala Sanctuary or its representatives for personal injury, damage or loss of property. Guests are responsible for securing their belongings at all times.

No responsibility is taken by Council or Sanctuary Management for personal injury, damage to or loss of property or whilst undertaking in programmed Sanctuary activities.




● **Port Stephens** (Located at One Mile, NSW)

● **Newcastle** (45 Minutes Drive)

● **Sydney** (2.5 Hours Drive)

Contact Us

 (02) 4988 0800

 562 Gan Gan Road, One Mile

 portstephenskoalasanctuary.com.au

 koalasanctuary@portstephens.nsw.gov.au

 @pskoalasanctuary  Port Stephens Koala Sanctuary