

# GROUP STAYS FUNCTIONS ROOM HIRE

*It all starts here...*

AWARD  
WINNING



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## IT ALL STARTS HERE

Welcome to North Star Holiday Resort, an award-winning haven located on the pristine Tweed Coast, approximately 90 minutes from Brisbane CBD and 50 minutes from the heart of Surfers Paradise.

Escape the hustle and bustle, enjoy our serene location, and really take time to focus on what's important.

North Star Holiday Resort offers it all! Accommodation includes fully self-contained villas and cabins, powered sites, and everything in between.

While you are here, visit Seascapes, an adults-only retreat comprising a 25m lap pool, heated spas, serenity deck and gym. Plus, there are fantastic activities for the kids, including a giant indoor play centre, Neptune's Castle, and our famous water park, Sammy's Adventure Lagoon.

Delicious dining and onsite catering is provided seven days a week by the talented and creative chefs at Ripples Licensed Café.

Combine North Star's outstanding array of facilities with our conference and event venues and we are sure you'll agree, North Star is the perfect venue for your next meeting, event or social gathering.

In fact, you'll have such a good time, you won't want to leave!





# ACCOMMODATION

## TUSCANY VILLA

**Sleeps 2 – 10 people**

Two-storey Villas with 3 bedrooms and 3 bathrooms, king in main, queen and single bunks in second bedroom and 2 sets of Single Bunks in third bedroom. The air-conditioned Villa is complete with spacious upstairs and downstairs living areas with a full kitchen, dishwasher, washing machine and dryer, four TVs and a patio with a BBQ.

**From \$230 per night. Extra person \$25 pn.**



## LUXURY VILLA

**Sleeps 2 – 6 people**

Two double bedrooms with a king in the main, queen and single bunks in the second bedroom. The villa has two bathrooms, one with a spa bath. The villa has a washing machine and dryer, fully equipped kitchen with a dishwasher, two TVs and is air-conditioned. There is a patio with a BBQ.

**From \$199 per night. Extra person \$25 pn.**



## GRANDE VILLA

**Sleeps 2 – 6 people**

Two double bedrooms with a king in the main, queen and single bunks in the second bedroom. The villa has a spa bathroom, washing machine and dryer, fully equipped kitchen with a dishwasher, two TVs and is air-conditioned. There is a patio with a BBQ.

**From \$189 per night. Extra person \$25 pn.**

\* Layout and number of bathrooms may vary.



## CLASSIQUE VILLA

**Sleeps 2 – 4 people**

Two bedroom villa with a spa bathroom and spa shower. King size bed in the main bedroom and a set of single bunks in the second bedroom. The air-conditioned villa is complete with two TVs, DVD player, dishwasher and BBQ. **From \$168 per night. Extra person \$25 pn.**



## JUBILEE LODGE

**Sleeps 2 – 6 people**

Two bedroom lodge with a king size bed in the main bedroom and two sets of single bunks in the second bedroom. Bathroom has a spacious shower and separate toilet. The air-conditioned lodge has a fully equipped kitchen and open plan lounge area and BBQ with outdoor setting on the patio.

**From \$168 per night. Extra person \$25 pn.**



# ACCOMMODATION

## PALM VILLA

**Sleeps 2 – 5 people**

Two bedroom villa ideal for two couples, with queen size bed in the main bedroom and double bed with single bunk over in the second bedroom. The villa has two bathrooms off the bedrooms and the main has a spa bath. This air-conditioned villa has 2 TVs and a BBQ on the patio. **From \$179 per night. Extra person \$25 pn.**



## STAR VILLA

**Sleeps 2 – 5 people**

Two bedroom villa, with a queen size bed in the main bedroom and single bed and set of bunks in the second bedroom. This air-conditioned villa has a TV and DVD player and a patio with a BBQ and outdoor setting. **From \$161 per night. Extra person \$25 pn.**



## HOLIDAY LODGE

**Sleeps 2 – 5 people**

Two bedroom lodge, with a queen size bed in the main bedroom and single bed and set of bunks in the second bedroom. This air-conditioned lodge has a TV and DVD player and a small patio. **From \$147 per night. Extra person \$25 pn.**



## CHALET

**NEW cabins coming soon!**



## BUNKHOUSE

**Sleeps 2 – 12 people**

Two bedrooms with six bunks in each bedroom, two bathrooms and two separate showers. The bunkhouse has air-conditioning, a stove, fridge and microwave. **From \$115 per night. Extra person \$25 pn.**



## POWERED SITES

### Ensuite Sites

Ensuite is complete with a shower, toilet and vanity. The fully landscaped sites offer a concrete slab, moveable picnic table, access to foxtel and parking for one vehicle per site. Suitable for tents. **From \$57 per night. Extra person \$18 pn.**

### Powered Sites

The fully landscaped sites feature a concrete slab, access to foxtel and parking for one vehicle per site. Some suitable for tents. **From \$45 per night. Extra person \$18 pn.**





# GET TOGETHER

## THE FUNCTION ROOM

152sqm | Please enquire - rates from \$250 per day

Our Function Room is a flexible space perfect for meetings, exercise groups or social gatherings. This private, fully air conditioned venue can seat 80-100 people in comfort. Room hire includes use of all AV equipment & connection to WiFi. Equipment comprises electronic screen with high definition projector, HDMI or VGA connection for your own device, bluetooth connectivity, blu-ray player with USB, set top box, cue monitor, multiple microphones and full surround sound. There is also a lectern and welcome A-Frame board for your use.



## RIPPLES ATRIUM

45sqm

Ripples Atrium is a light and airy semi-private section of Ripples Café which can be reserved for private dining or functions. With its own private entrance, The Atrium is the perfect location for your group to network and relax over a meal during your event. Suitable for 40-50 persons. Please enquire for booking terms.



## RIPPLES LANAI

11sqm

A modern 'nook' within our fantastic Ripples Licensed Cafe. Perfect for morning tea or a light lunch for a few people. A great informal meeting venue for up to 10 persons.



## BBQ AREA

130sqm

Our newly refurbished all-weather BBQ area is great for large social gatherings and is open for use by all park guests. This area features numerous wooden bench sets along with free BBQs and is located in the heart of our resort. Why not let us host a fully catered BBQ for your social gathering or celebration? See our menu pages for details.



## THE LOFT

105sqm | Please enquire - rates from \$250 per day

The Loft is situated on the first floor behind our reception building. This carpeted, air conditioned space is the perfect choice for smaller, casual functions. Use of AV equipment is included and features a high definition projector with Dolby 5.1 surround sound. Portable microphone subject to availability. Disabled ramp access available. Max 80 persons.



**CATERING:** Tea & coffee, morning & afternoon tea and meals – fully/part catered. Personalise a package to suit your needs. See our menu page for inspiration!

# FUNCTION ROOM PACKAGES

Let us welcome you to North Star for your next group event! Whether it be for your Yoga Retreat, Family Reunion, Work Conference or just an excuse to get together, we have the perfect package to streamline your planning process!

All packages below include a **full day's hire of our fully air conditioned 'Function Room' with use of all AV equipment** including WiFi. **As a bonus you also receive 10% off any accommodation bookings!** Just let us know how you'd like the Function Room set up and we'll make sure it's ready to go.

## PACKAGE 1

**\$23 pp min 25 pax**

- All-day tea & coffee
- Classic Sandwich platters on wholemeal and white bread PLUS a Seasonal Fruit arrangement served to you at Lunchtime

**ADD ON \$2pp for either Morning or Afternoon Tea. Choose one of our house-made items from our Morning/Afternoon Tea Menu**

## PACKAGE 2

**\$32 pp min 25 pax**

- All-day tea & coffee
- Hot or Cold Lunch (choose your favourite from our 'Light Lunch' menu)
- An Afternoon Tea pick me up (choose one of our house-made items from our 'Afternoon Tea' Menu)

**ADD ON \$5pp for a delicious assortment of Cheese & Crackers. Platters include hard, soft & blue vein cheeses, assorted crackers, dried fruit & grapes.**

## PACKAGE 3

**\$38 p/h min 25 pax**

- All-day tea & coffee with freshly baked biscuits served for Morning Tea
- Hot sit-down 2 course lunch served in either Ripples café or the Function Room (tailor your own from our 'Two Course Group Dining' menu)
- A delicious plate of Scones, Jam & Cream for Afternoon Tea

**ADD ON \$4pp for your choice of any TWO ADDITIONAL PLATTERS from our Platters menu. To be served at a time of your choice!**



Single share accommodation from \$105 pp | Twin share accommodation from \$67 pp  
Add Buffet Breakfast \$12.70 pp (normally \$14.90pp)

### CONDITIONS

\*These menus have been designed with an 'average' appetite in mind. If you require larger portions, please notify us. A surcharge may apply. Accommodation prices are based on off-peak, mid-week stays with full availability. Minimum stays may apply. Accommodation prices shown above include 10% discount. Single share accommodation based on a Chalet. Twin share accommodation based on a Holiday Lodge. Buffet Breakfasts can only be added to accommodation bookings and must be added for all persons for each morning of stay to obtain advertised breakfast rate. No further discounts apply. All packages must be booked in advance. Minimum price will be based on rate/s for 25 persons





## GROUP MENUS



Our fantastic team at our on-site Ripples Licensed Café have prepared a range of delicious menus and options to suit all group, event and conferencing needs.

The following pages are 'food for thought'. Should you have something specific in mind, please do not hesitate to get in touch.

MENUS	OUTLINE
<b>Morning &amp; Afternoon Tea</b> <i>Page 8</i>	Tailor your own to suit your tastes! Bring a group of friends and enjoy in Ripples Café. Why not take the pressure off, and compliment your Room Hire – fantastic for any occasion and will keep your guests refreshed!
<b>Casual Dining</b> <i>Pages 9-11</i>	Mouth-watering options to satisfy all tastes and location needs. Perfect for lunches, parties or meetings. <b>Platters</b> Chilled, Hot, Sweet or Child-Friendly platters <b>Light Lunch &amp; Takeaway Options</b> The perfect drop n' dine option which is sure to impress <b>Working Style Lunch</b> One stop shop to compliment your Function Room Hire <b>BBQ Buffet</b> The all-Aussie favourite enjoyed in our all-weather BBQ area
<b>Sit-down Group Dining &amp; Functions</b> <i>Pages 12-13</i>	Available for Lunch & Dinner. Perfect for social gatherings, family reunions, bus groups & corporate events. <b>Two Course Group Dining</b> Tailor your own delicious two course meal plus tea & coffee, to enjoy with friends or colleagues <b>Function Menu</b> Mouth-watering two & three course options sure to impress
<b>Add Ons &amp; Drinks</b> <i>Page 14</i>	Complete your selections with a few extra touches. Also includes our Kids sit-down menu for function goers under 12 years!

\*These menus have been designed with an 'average' appetite in mind. If you require larger portions, please notify us. A surcharge may apply. Dining locations & time restrictions, along with minimum numbers may apply. See individual menus or please ask for details.



## MORNING OR AFTERNOON TEA



Compliment your group's Function Room hire or simply enjoy with friends!

### LARGER GROUPS (15 PEOPLE+)

5PP

- Tea and coffee station

*Self-service selection of teas and coffee*

- Choose one of the following house-made treats:

Scones with jam and cream

Freshly baked biscuits

Mini muffins

Muesli nut slice

Rich chocolate brownie

Assorted mini quiche

Savoury scones

Chicken sausage rolls

Savoury muffins

#### ADD ON:

Additional items from above selection

2.5pp

Market fresh whole fruit basket

2pp

### COFFEE & CAKE DEAL

7PP

*Served in Ripples café only*

Barista coffee and your choice of cake from the cake display





## PLATTERS



All platters will serve approximately 15 people.

Great for a variety of gatherings. Ideal if you want to accommodate all tastes or just have a little bit of everything! Morning & Afternoon Teas, Lunches, Parties and everything in between. Gluten Free plus other options available. If you have something specific in mind, please ask!

Compostable plates and serviettes provided.

### CHILLED PLATTERS

#### Classic Sandwiches

Assorted fillings served on white and wholemeal bread

1 sandwich pp / 1 ½ sandwich pp

60 / 90

#### Antipasto

Roast marinated vegetables, cured meats, cheese, dip, bread sticks and crackers

95

#### Cheese & Crackers

A variety of hard, soft & blue vein cheeses served with assorted crackers, dried fruit & grape

75

### HOT PLATTERS

#### Classic Treats

(3 pieces pp)

Party pies, sausage rolls & mini quiche

70

#### Asian

(4 pieces pp)

Chicken wontons, vegetable spring rolls, chicken peanut satays, chicken drumettes

105

### SOMETHING SWEET

#### Sweet canapes

60

Choose any 2 bite-sized items from below:

Rich chocolate brownies, chocolate dipped strawberries, lemon tarts, Raspberry frangipani tarts, orange citrus slice

#### Fruit

40

A selection of seasonal fresh fruit

### KIDS PLATTERS

All serve 10

Mixed Sandwiches

40

Mini Hotdogs & Burgers

40

Party Pies / Sausage Rolls w'BBQ & Tomato Sauce

30

Vegetable Spring Rolls

30

Pizza Slab (Margarita or Hawaiian)

25

Large Chips

7.5

Wedges w'Sweet Chilli sauce & Sour Cream

8.5

Seasonal Fruit

25

Ice Cream Sundaes- served in a cup with Choc & Strawberry syrup and sprinkles

2.5p



## LIGHT LUNCH & TAKEAWAY OPTIONS

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Available for drop-off to the Function Room or BBQ area. Collection from Ripples Café can also be arranged.

The ideal selection for an informal bite, social gathering or off-site lunch.

### ALL 15 EACH

Stir Fried Hot Noodle Box w' Chicken or Beef

Fish & Chips

Mini Pulled Pork or Beef Sliders with Chips

Asian Style Noodle Salad w' Prawn or Beef

Salad Roll w' Baked Slice & Water or Juice Carton  
(Choose Cheese, Ham or Ham & Cheese)

## WORKING STYLE LUNCH

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Served on platters (10 people+)

Compliment your group's Function Room hire

### INCLUDES ALL OF THE FOLLOWING FOR YOUR GROUP

**16PP**

- Tea & Coffee Station  
*Self-service selection of teas and coffee*
- House-made scones with jam and cream served either for morning or afternoon tea
- Chef's selection of sandwiches, wraps and/or Turkish toasties
- Market fresh whole fruit basket





## BBQ BUFFET

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A Ripples chef is provided with both options (20 people +)

Designed to be enjoyed in our all-weather BBQ area.

Both options come served with Fresh Bread Rolls, Fried Onions & Condiments

### OPTION 1

**23PP**

Thin Beef Sausage  
Beef Burger Patty  
Choice of 3 Salads

### OPTION 2

**26.50PP**

Thick Sausage  
Minute Steak  
Beef Burger Patty  
Garlic & Herb bread  
Choice of 3 salads

### SALADS

Mixed Leaf Green Garden  
Coleslaw  
Roast Veggie  
Caesar  
Greek  
Potato or Pasta

### ADD ON DESSERT

**2.5PP**

*Choose one*

Fruit Salad & Cream  
Chocolate Brownies  
Pavlova w' Fruit & Berries  
Selection of Sweet Slices



## TWO COURSE GROUP DINING

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**Tailor your own meal to enjoy in Ripples Café or our Function Room**

Simply choose **two** Mains & **two** Desserts to be served alternately to your group.

Includes self-service Tea & Coffee Station and Dinner Roll & Butter.

### MAIN & DESSERT

**21PP**

#### MAIN COURSES

Grilled Whiting Fillet with Potato Salad and Greens

Chicken Breast Parmigiana with Chips & Mixed Salad

House-made Vegetarian Quiche with Potato Salad and Greens

House-made Beef & Mushroom Pie with Mash

#### DESSERT

Fresh Fruit Salad and Cream

Apple and Berry crumble with Ice Cream

Sticky Date Pudding with Butterscotch Sauce and Cream

Pavlova, Fruit Compote and Cream

**\*BUS GROUPS / DAY TRIPPERS** – Please contact Ripples café direct on 02 6676 1234 (3) for any last minute bookings or queries.





## FUNCTION MENU



Tailor your own meal to enjoy in Ripples Café or our Function Room. Minimum 20 people.

Choose to have your menu individually plated and alternately served to your guests OR better still served 'Banquet-Style' to each table. All include fresh Dinner Roll & Butter

### MAIN & DESSERT

32PP

### ENTRÉE & MAIN

34PP

### ENTRÉE, MAIN & DESSERT

44PP

Choose two from each category.

### ENTRÉES

Chicken & pork terrine with toasts and chutney  
Leek, onion and feta tart with tomato coulis & seasonal greens  
Salmon cake with citrus yoghurt and rocket  
Seasonal roast vegetable salad  
Chicken peanut satays with slaw and rice  
Fresh spinach and ricotta cannelloni

### MAIN COURSES

Roast sage and apple stuffed pork loin w crackling, roast potatoes and pumpkin  
Baked salmon w olive oil mash and seasonal steamed vegetables  
Slow cooked lamb shank w tomato and herbs, roast garlic & parsley mash and beans  
Marinated chicken breast w steamed chat potatoes, spinach and roast cherry tomatoes  
Mustard crusted whole roast sirloin w chips, roast mushroom and capsicum and a red wine sauce  
Mushroom, Roast Pumpkin & Spinach Risotto

### DESSERT

Steamed ginger pudding with lime anglaise  
Seasonal fruit crumble with ice cream  
Tiramisu w kahlua chocolate syrup  
Warm sticky date pudding with butterscotch sauce and cream  
Rich dark chocolate tart with pistachio fairy floss  
Fresh berry pavlova, fruit compote and cream  
Orange and almond cake w honey and yoghurt



## ADD ONS



Choose any of these to compliment your menu selection.

### TEA & COFFEE STATION

*Self-service selection of teas & coffee*

**2-3 HRS**

**2.5PP**

**ALL-DAY**

**5PP**

### BYO SPECIALTY CAKE

**1.5PP**

For us to provide side plates,  
napkins, cutlery and cake knife.

*To cut, plate and serve your cake please  
add an additional 0.5pp*

### CANAPE PLATTERS

**2.5EA PP**

*Choose from*

Chicken Wontons  
Chicken Peanut Satays  
Spiced Vegetable Pakoras w' yoghurt dip  
Thai Fish Cakes,  
Karage Fried Chicken  
Marinated Lamb Skewers w' cucumber yoghurt  
Vegetarian Sushi

### SWEET CANAPE PLATTERS

**2EA PP**

*Choose from*

Rich Chocolate Brownies  
Chocolate Dipped Strawberries,  
Lemon Tarts  
Raspberry Frangipani Tarts  
Orange Citrus Slice

### KIDS MENU (UNDER 12 YRS)

**10PP**

*Served with Function Entrees where applicable*

Fish and Chips  
Crumbed Chicken Strips and Chips  
Mac and Cheese  
Beef or Veg Nachos  
Spaghetti Bolognaise  
Cheese Burger and Chips  
Chicken, Avocado, Tomato Garden Salad

## FULL DRINKS MENU / WINELIST

**Available on request**

Availability dependent on dining location.

Menus and pricing subject to change without prior notification.





## SUGGESTIONS FOR YOUR GROUP

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### ADVENTURE EDUCATION

North Star's onsite Marine Environment Centre is a very special experience for people of all ages.

Visit the most unique and educational museum on the Eastern seaboard of Australia, filled to the brim with natural history and exhibits from surrounding coastal environments.

The Marine Environment Centre's mesmerising displays of preserved marine life, microscope-to-big-screen projections of living organisms and stories of the ocean's 'mysteries of the deep' are designed to enlighten and amaze.

Join our Marine Biologist Ted during one of the public open sessions or book your group for an exclusive presentation.

Don't miss this once-in-a-lifetime opportunity to embark on a journey of discovery, where you will touch, see and hear the experiences that are part of our fascinating marine environment.

### CALDERA KAYAK EXPERIENCE

Caldera Kayak Experience is a unique way to discover the beautiful estuaries and waterways of the Tweed, either by venturing out on your own or on a guided tour.

The Tweed Coast's estuaries are home to incredible wildlife, marine life and birdlife. You might spot Osprey, Azure Kingfishers or endangered Oyster Catchers, just to name a few. You may encounter some of our beautiful string rays and catch a glimpse of majestic Mount Warning.

Caldera Kayak Experience has been operating in the Tweed Shire for 15 years. Each year, various groups enjoy the experience of exploring the mangroves, seeing wildlife in their natural habitat and benefit from the wealth of local knowledge from the Caldera Kayak Experience tour guides.



Various options are available, including hourly, half-day and full-day kayak and stand up paddle board hire. Guided kayak paddle tours are available with optional snorkelling activities. There may also be an opportunity to include a short bush walk.

Light refreshment options are available for guided tours.

Experience everything the coastal estuaries offer from a totally different perspective and get up close and personal with nature.





## HERE'S WHAT OUR GUESTS HAVE TO SAY

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A sincere thanks to you and the staff at North Star for all you did to make our stay at your resort an absolute delight! The staff were so warm and inviting and loved the facilities!

To you specifically I am very grateful for your dedication and patience in organising and facilitating the details for our stay and use of the Loft etc. You are great value and a real asset to North Star.

**Ese L. (Church group – Brisbane, QLD)**

I wanted to write and tell you just how much we appreciated the wonderful platters you delivered on Saturday. Everyone said it was the best workshop lunch they had ever had!

**Joan W. (Retirement Community – Tweed Shire, NSW)**

We could not have asked for a better venue and every family member went away thinking what a great time was had by all and commenting that their accommodation and food was beyond their expectations

**Cecily S. (Family Reunion – Casino, NSW)**

Thank you all so much for a wonderful weekend. Everyone commented how friendly and helpful all your staff are, we had a great time. The organisation, the catering, the accommodation was all perfect. We had no complaints at all. Thank you to everyone.

**Carol L. (Singing Workshop, Gold Coast, QLD)**

Thanks Sarah – yes everyone had a spectacular time I am told!!! Everyone complemented the food and the staff, so thanks for contributing to a fantastic weekend. Thanks again for all your help and support, you have made this camp so easy to organise! Look forward to doing the same again next year.

**Michelle Y. (Children's Charity Winter Camp, NSW)**

Thank you for everything, yes the girls had a great time and the facilities are fantastic. We stayed with you on recommendation from the boys team that stayed with you last year. We will definitely be recommending and staying with you in the future.'

**Sherri D. (Hockey Team – Central QLD)**

I would like to thank the entire team at North Star once again for the incredible hospitality throughout the 17 days of the Australian Surf Festival. It was a very pleasant stay for all Surfing NSW staff. Also a big thank you to Ripples for catering the event, the food was on point. Look forward to returning to the North Star next year for the WSL Tweed Coast Pro 30th Jan - 4th Feb 2018.

**Adam H. (Event Coordinator - Surfing NSW / Australian Surf Festival)**

We all really appreciated your help. Our committee meeting went off like clockwork. The venue really worked for us! The members who dined at Ripples on Friday night said it was good food and good value. The rooms were lovely and clean and comfortable. Reception was very responsive to our requests too. I'd recommend it to any group like ours. Just the right amount of space for us. Thank you again for your help.

**Mary O. (Community Organisation, Southern NSW)**

Just wanted to drop you a line to thank you again for making things so easy. The family had a fantastic day, despite the rain and gloom. The kids still went swimming, leaving the grown-ups free to chat. The food was great. Everything went without a hitch. Please thank the kitchen and wait staff from us all....they were efficient, obliging and generally fantastic.

**Jacqueline C. (Family Reunion, NSW)**



# TERMS & CONDITIONS



All GROUP ACCOMMODATION, CATERING & EVENT BOOKINGS will be treated as tentative until the applicable deposit is received. North Star Holiday Resort & Caravan Park, incorporating Ripples Licensed Café (hereafter "The Resort") reserves the right to cancel tentative bookings without notice following expiry of the deposit due date.

By entering The Resort, you and your guests agree to abide by the rules, regulations and policies of The Resort.

For GROUPS, CATERING & EVENTS, one contact person should be designated per event or group booking. It is the responsibility of this individual to communicate all terms & conditions to each guest, and to pass on any information and payments required, within the designated time frames by the Resort. Please refer to Deposit, Payment & Refund Policy.

## **ACCOMMODATION (& GENERAL)**

### **MONEY BACK GUARANTEE - ACCOMMODATION & SITES:**

We are confident that you will be completely satisfied with your accommodation. If however the accommodation does not meet your expectations and you decide to leave, we are happy to offer you a full refund of all monies paid within one hour of check in.

### **BEST PRICE GUARANTEE – ACCOMMODATION & SITES:**

If you find a lower price, for the same room category/site at North Star Holiday Resort, within 24 hours of booking, we will honour the lower price, and provide you with an additional 10% discount. North Star provides our customers with the confidence that if you book directly with us on [www.northstar.com.au](http://www.northstar.com.au) or call us on 1800 645 790, you will not find a cheaper price on our accommodation or sites with a 3rd party booking channel.

Applicable rates must be accessible to the general public, within 24 hours of booking, based on the same currency, length of stay, and room type category/site. North Star does not take any responsibility regarding expenses that may arise when cancelling a reservation on any site, other than [www.northstar.com.au](http://www.northstar.com.au). North Star reserves the right to terminate/modify this policy at any time without notice.

### **MINIMUM STAY:**

Minimum night stays apply during all school holidays and long weekends. Weekends require a minimum of 2 nights. A routine 2 night minimum stay may also apply to certain accommodation mid-week off peak.

### **WE DO NOT GUARANTEE ACCOMMODATION / SITE NUMBERS:**

Whilst every endeavour is made to secure particular sites for guests we reserve the right to move guests within the specified category or upgrade where necessary. Management reserves the right to relocate or change the site number/accommodation number after booking. You will be allocated the most appropriate site on check-in.

### **CHECK IN TIME**

Check in time is as per your booking correspondence. We need time to make your site & accommodation the best it can be for your arrival—please do not arrive earlier than the nominated check in time as parking is limited and we do not wish for you to be offended that entry to the resort may be refused.

### **PRE-AUTHORISATION**

North Star Holiday Resort reserves the right to request a pre-authorisation of a valid credit card upon arrival to cover any incidentals that may be incurred during your stay. You must provide a credit or debit card authorisation or imprint when you check-in for a security bond of \$100. If you are paying by cash, you must provide a cash security bond of \$100. North Star Holiday Resort may use this authorisation or cash security bond to cover incidental items incurred during your stay including (but not limited to) damage to your accommodation (including damage caused by smoking) or damage to any other part of the Resort, breakages, lost keys, non-return of TV cables, and cleaning charges in excess of the level of cleaning normally

required, as well as accommodation charges (including charges for a late checkout, or if you leave before the date to which you have booked). You should contact your credit or debit card issuer for information on how providing a credit or debit card authorisation will affect the available funds balance or spending limit associated with your credit or debit card.

### **CHECK OUT TIME**

Check out time for both accommodation and sites is strictly 10am NSW time. Guests are not permitted to use the resort facilities past this time and are required to vacate the property. If you are intending to eat at Ripples after check out please use the visitor car parking area provided. Late departures up to 4pm are available subject to availability on arrival (additional fee applies). Please note we will not consider late departures on Friday, Saturdays or during school holidays.

### **ACCOMMODATION GUEST WRIST BANDS:**

If staying on-site at the North Star Holiday Resort (as a registered guest) you will be issued with a wrist band to wear during your stay. This provides FREE access to our fantastic water park "Sammy's Adventure Lagoon", the kids club "Neptune's Castle" and our other Resort facilities. For our guests who have family or friends visit, please see below for our Day Visitor Policy.

### **MAIN RESORT DAY VISITOR POLICY:**

If you wish to have day visitors join you at your site or in your accommodation for the day, you are welcome to do so, however if your guests wish to use the resort facilities you will need to register them with front reception as a DAY GUEST so a wristband can be issued.

The number of DAY guests is limited to no more than one visitor family per occupied site or cabin with the size of that visitor family being no more than one set of parents/guardians and their children. All registered DAY guests will be issued with a wristband which may be worn while in the resort. This identification wristband provides access to our wide range of facilities including Sammy's Adventure Lagoon (including spectators), Neptune's Castle Kids Club and Seascope Leisure Centre (Adults only). The cost to our DAY guests is only \$15 per person (exc. infants under 3). All children under 11 years must be accompanied by an adult.

### **RESORT GUESTS – CLEANING & DAMAGES SURCHARGE:**

By entering the Resort a guest agrees to leave their accommodation/site and any subsequent facilities used in sound, clean and tidy condition. If the cabin or site is found to be excessively dirty, the guest accepts they will be charged an excess cleaning fee of \$60 per hour until clean. All damages, breakages or losses to the property of the Resort, including furniture and furnishings, are to be reported and paid for by the guest. Any faults or breakages discovered by the guest must be reported within one (1) hour of arrival or we may consider damages to be responsibility of the guest.

### **LOST PROPERTY**

We receive numerous items of lost property which are left behind/found in common areas or within accommodation. Lost property will be held for a maximum of 2 months, after this time items will be donated to charity. We do not take responsibility for any lost property and should you arrange for an item/s to be posted back to you, it will be at the guest's expense via COD.

### **ARTIFICIAL TURF**

All ensuite sites and some powered sites are artificially turfed. Whilst this will not hinder the set-up of your caravan, camper trailer or tent in any way, we do ask that you DO NOT use 'STAR PEGS' (either metal or plastic) whilst using these sites. The use of star pegs causes tearing of the material. Normal round pegs are absolutely fine to drive through this material. Do not sit anything hot on the artificial turf such as heat beads, hot plates etc. as these items can melt the surface. Such damages can incur a charge.

# TERMS & CONDITIONS



## PHOTOGRAPHY

By entering our Resort, you and your child/ren consent to being photographed from time to time using the facilities for the purposes of being included in promotional material of the North Star Holiday Resort

## REBOOKING IN PEAK PERIODS

Guests staying onsite during any peak period have first preference to rebook that same site/accommodation for the following year, provided they do so before they depart. Conditions apply regarding dates offered. Minimum nights stay apply. See Reception for details as some holiday periods vary.

## SMOKING

We are committed to providing our guests and associates with a family friendly, smoke-free environment. With this in mind, as of the 1st February 2016, North Star will be a non-smoking property.

## NOISE

Quiet time in the Resort is strictly between 10pm & 7am NSW time for the comfort of all guests. Excessive noise or abusive language will NOT be tolerated and can result in being asked to vacate the premises immediately without reimbursement of fees.

**PRICES ARE SUBJECT TO CHANGE** without notice, but will be guaranteed once final details are discussed two weeks prior to arrival or catering event. GST is payable on all goods and services supplied and unless indicated is included in our advertised prices.

## FREE WI-FI

North Star Holiday Resort is providing this Service to customers free of charge and is intended to support general web browsing activities only. Due to limited bandwidth and to ensure a consistent experience for all customers, our Wi-Fi does not support high-bandwidth actions such as streaming music, streaming video, or downloading large files. Our Wi-Fi hotspot is not suitable for supporting any application or use, which requires continuous, fault-free network connectivity or uninterrupted and/or secure data traffic flow. If you intend to work whilst on holiday or are relying on high speed internet service, we recommend investing in your own internet dongle or pocket Wi-Fi. North Star will use its reasonable endeavours to monitor and attend to any WIFI Hotspot faults, malfunctions or other problems associated with the WIFI Hotspot access, but will not be liable for any faults, malfunctions or problems that occur with the WIFI Hotspot, and shall not be obligated to rectify any such faults, malfunctions or problems associated with the WIFI Hotspot within any specified timeframe. The speed and reliability of the WIFI provided will vary depending on several factors, including but not limited to: the capabilities of your wireless enabled device; the physical location of the wireless access points; user traffic during time of access; general internet congestion; and wireless signal interference and location of your wireless enabled device.

## ADDITIONAL CATERING & EVENT GUIDELINES

The number of guests is required 21 days prior to any function, or as specified by your Group Coordinator. In the event that no guaranteed number is received at this time, the original number of guests indicated or the actual number of guests (whichever is greater) will be charged for. Any final numbers must be provided 14 days prior, with any difference due at this time.

## DAMAGE OR LOSS (see also 'Displays and Signage')

The Hirer will be held responsible for any damages or loss incurred as a result of hire. The Hirer shall pay to North Star, on demand, the amount required to make good or remedy any such damage.

## ROOM HIRE BOND

At our discretion, we may require a \$200 bond payment prior to commencement of your hire. This will be refunded in full where there is no damage, loss, or excessive cleaning required. Once the room has been thoroughly inspected following completion of hire, the refund will be processed within 7 days.

**DISPLAYS AND SIGNAGE** – Nothing is to be nailed, screwed, stapled or adhered to any wall, door or other surface or part of the building. Damage to the venue caused by the function or participants are the responsibility of the organiser.

**FOOD OR BEVERAGE** not supplied by The Resort is not permitted on premises for Catering events, with exception of festive cakes and with prior approval. No external caterers are allowed onsite.

The Resort complies with the rules outlined in the Liquor Act and licensing laws such as Responsible Service of Alcohol under which we operate. Be advised that guests may be required to present photo ID if requested. Persons under 18 are not permitted to drink alcohol at an event and remain the full responsibility of the client. **EVENT / HIRE SURCHARGES** may apply if meeting and function rooms are not vacated by the agreed time. Time extensions must be negotiated and may incur additional cost. Surcharges may be applicable for events held on a Sunday of 10% and Public Holidays of 15%. Cleaning surcharge of \$60.00 per hour will apply if excessive cleaning is required. Any significant changes to room set ups on the day will incur a \$50 labour surcharge.

**THE RESORT DOES NOT ACCEPT RESPONSIBILITY FOR LOSS OR DAMAGE** of equipment or merchandise left on the premises prior to or after a function. Independent insurance should be considered for valuables. Unless otherwise arranged, equipment will be transferred each night from function rooms to secure storage. A charge may be incurred to facilitate this. The Resort does not hold itself liable in the event of acts of God, perils of the sea, air, fire, flood and explosions, acts of sabotage, terrorism or inevitable accident breakdown.

**ENTERTAINMENT & SUPPLIERS** – All external entertainers and their setup arrangements must be approved by The Resort prior to your function. All entertainment must meet our conditions, including sound levels and completion times. We require comprehensive details of arrangements no later than 14 days prior.

**FUNCTION END TIME** – In line with our Resort noise restrictions, all functions are to cease at 10pm NSW time.