



PROCESSES – PROCEDURES – PROTOCOLS

A GUIDE FOR WHALE COVE GUESTS

While Ramada Encore Whale Cove is a resort, it is also a community living complex with owners and tenants, and it requires everyone to be respectful of the rules, especially in regards to amplified music, smoking in common areas, glass in the pool area, observance of facility operating hours and allocated vehicle parking zones.

USE OF THE POOL AREA

To ensure everyone enjoys the use of the pool, we ask that you follow the rules which are located on the wall inside the pool area.

These rules are in place for the safety, comfort and enjoyment of all guests and residents.

The pool is open daily from 7:00 am – 8:30 pm

- The pool gates must remain closed **at all times**.
- **Glass is prohibited within the pool areas (this includes glass bottles)** - please use cans or plastic only. Broken glass can cause serious injury to all users of the area.
- **No smoking or vaping** is allowed within the pool area or any common area.
- **Noise** – please ensure that all noise is kept to a minimum.
- **No music** is to be played within the pool or common areas – your choice of music might not be the same as the person next to you. Personal earphones must be used to listen to music while in these areas.
- The use of scooters, skateboards and the like are not allowed in the pool area or surrounding common areas.
- Parents and Guardians of children **MUST**:
 - Always supervise children 14 years and under from within the fenced area.
 - Ensure children are using the pool and spa in a safe manner.
 - Ensure there is no running, flipping or rough play allowed.

BBQ & RECREATION FACILITIES

Our BBQ's and recreation facilities are for the use of all residents.

Please be mindful and courteous by leaving all areas clean and tidy for other people to enjoy.

Please clean the BBQ after each use and shut the gas supply off.



RAMADA
encore
BY WYNDHAM

WHALE COVE
HERVEY BAY

NOISE POLICY

Everyone must be mindful of their noise levels at Whalecove.

Noise levels must be kept to a minimum between 10.00 pm to 07.00 am Monday to Friday and between 10.00 pm to 08.00 am on Saturday, Sunday, and public holidays.

- Keep music indoors and move guests inside later in the night.
- Ensure that your sound system speakers do not directly face a neighbour.
- Turn down the bass. Turning down bass controls or turning off subwoofers can help to control noise levels.
- Ask guests to leave the complex quietly.
- Avoid using front yards or street frontages as this is more likely to cause complaints from neighbours or attract uninvited guests.

FREQUENTLY ASKED QUESTIONS

Parcels & Deliveries

Guests are responsible for the receipt of their parcels and deliveries. The office is not authorised to receive them.

Visitors

Guests are responsible for their visitors whilst they are in the complex, and for their entry to, and exit from, the complex.

Security

Guests are advised to lock and secure all vehicles and storage units.

If there is unlawful activity within the complex, please contact the Queensland Police Service on 131 444 for non-urgent issues, or 000 for emergencies.

Parking

Please do not park vehicles in spaces allocated to other units. There are visitor bays within the complex for visitors to use. Boats, caravans and over-sized trailers are not allowed into the complex.

Smoking & Vaping

Smoking or vaping **is not permitted** in any common area or inside the units.

Penalties do apply for odors and damage caused by smoking inside.

Contact Numbers

The Ramada Encore Team can be contacted on 07 4194 7000 or 0488 100 355 (after hours) should you require any assistance.