





BIG4
HOLIDAY PARKS

PARK GUIDELINES & RULES

Credit Card Pre-Authorisation:

Please note that a credit card is required upon check in as security. A credit card pre-authorisation of \$5.00 will be processed per Cabin/Villa and is not a charge to your account. It will only be used in the case of any unexpected damages, excessive cleaning requirements and other loss found upon check out (fair wear and tear excluded). After settlement of your account, any balance will be released between 7 to 10 working days depending on your credit card and individual bank policy.

Alcohol: Excessive use of alcohol and/or use of banned substances is considered a breach of park rules. Alcohol must not be consumed within: children's playground areas, pool, jumping cushion, Park Lane Play, front office/kiosk. Offensive behavior will not be tolerated.

Balconies & Carports: Balconies and carports must be kept clean and tidy at all times. Nothing is to be left on the balconies or within the carport.

Bikes & Scooters etc: Helmets meeting Australian Standard (AS/NZ 2063:2008) must be worn while riding within the Holiday Park. Riding is not permitted in or around facilities, pool, sites and BBQ areas. Riding is not permitted after dusk.

Bunk Beds: In accordance with Australian Standard (AS/NZ 4220:2003) "Children under the ages of nine years are not permitted to use the top bunk, children must not play on top bunk."

Cars & Other Vehicles: One car per site is permitted unless otherwise authorised. Cars must be parked within the driveway or on the site. Other vehicles are not permitted without consent. All visitors must park within the designated Visitor's Car Park area.

Park Speed Limit is 10km/h

Check-Out Time: All accommodation and sites are to be vacated by 10am on the day of departure.

Children: Children must be supervised by a parent or guardian at all times. It is the responsibility of the parent/guardian to ensure all children under their care abide by the park rules. Children under 8 must be accompanied by an adult in all amenities.

Damage: We request that all guests and visitors respect the Holiday Park's property, including accommodation units and contents, gardens, amenities and facilities. Any damages will be at the cost of the person/s responsible and will be charged at the manager's discretion.

Emergency Procedure: Please refer to the emergency procedures below and/or the signage within the cabins and the amenities.

Facilities & Amenities: All facilities and amenities are to be kept in a clean and tidy manner at all times. We ask that all facilities be vacated by 10pm. This includes the camp kitchen, playground, jumping cushion, pool and spa areas.

Fires & BBQs: BBQ areas are provided within the Park. Certain fire pits are allowed; however, please speak to reception staff for set-up advice before lighting your fire. A limited number of fire pits are available to hire from reception.

Laundry: Clothes Lines and clothes dryers (nominal fee applies) are provided for guests. Guests are not permitted to erect clothes lines or other structure.

Mail: Any mail received for guests will be held at the office for collection during office hours. The message board at the front of the office is used to notify guests. If you are expecting mail, please notify the office staff.

Maintenance: We ask that guests report any required maintenance to the office during office hours. Maintenance will be carried out as soon as possible.

Noise: Noise must be kept to a minimum at all times and noise must cease by 10pm. Any disturbances may be reported to the office via the after-hours telephone.

Pets:

Pets are welcome in the Expansion Area of BIG4 Yarra Valley Park Lane Holiday Park. They must remain on a leash within this area, never be left unattended, and owners must clean up after them. Please refer to the park map on the reverse to view the designated pet-friendly area. Failure to follow these guidelines may result in removal from the park.

Pool: The pool area is open daily for guests to use between sunrise and sunset (closed only for cleaning or maintenance). For safety reasons, children under the age of twelve must be accompanied by an adult and supervised at all times. Food, drinks and alcoholic beverages are not permitted in or around the pool area. (All safety rules are displayed on Pool Safety Signs).

Road Rules: For the safety of all the Park Speed Limit (10km/h) must be adhered to at all times. This includes the riding of bikes, scooters etc.

Rubbish: Guests must dispose of all rubbish within the designated bins and littering is prohibited. Yellow topped recycle bins and are provided for suitable recyclable rubbish. Special "poop scoop" bags are also provided and should be disposed of in the general waste bins.

Smoking: Smoking is not permitted within any of the accommodation units, facilities, amenities or any other building within the Holiday Park. All cigarette butts must be disposed of appropriately.

Visitors: All Visitors must register with the office during office hours and purchase a day pass.

EMERGENCY PROCEDURES

EMERGENCY:

In the event of an **EMERGENCY** within the park which does not directly involve you, your caravan site, cabin or relocatable home, when hearing the emergency siren or on instruction from staff:

- Secure your valuables
- Ensure your cabin, site or home is safe by turning off Electricity & LPG Bottles
- Gather your family and/or visitors and evacuate to the Emergency Assemble Area

FIRE:

In the event of a **FIRE** at your caravan site, cabin or relocatable home you should:

- Notify Emergency Services on 000
- Notify the Park Office on 03 5174 6749
- If appropriate, attack fire with water (do not put water on petrol, oil, fat or electric fires)
- Turn off Power & Gas
- Secure your valuables
- Gather your family and/or visitors and evacuate to the Emergency Assemble Area

EMERGENCY ASSEMBLY AREA

Assembly Area 1 - LEFT SIDE OF PARK

For all guests, residents and visitors in the areas located in the left side of the park.

Assembly Area 2 - RIGHT SIDE OF PARK

For all guests, residents and visitors in the areas located in the right side of the park.

Assembly Area 3 - BOTTOM RIGHT OF PARK

For all guests, residents and visitors in the areas located in the newest part of the park.

NOTE: If your nearest assembly area is in danger, please move to the alternative assembly area.

DO NOT ATTEMPT TO REMOVE YOUR VEHICLES OR CARAVANS AS THIS MAY HINDER EMERGENCY SERVICES

IMPORTANT NUMBERS

FIRE, POLICE & AMBULANCE
000

POISONS INFORMATION LINE
13 11 26

STATE EMERGENCY SERVICES (SES)
13 25 00

RECEPTION (Business Hours)
03 5962 4328

RECEPTION (After Hours / Emergency)
0409 830 484