# MAP KEY

- Reception & Kiosk
- Powered Sites
- Ensuite Sites
- Budget Cabins
- Standard Cabins
- Studio Cabins
- Family Cabins
- Residential
- Visitor Car Parks
- Bbqs
- Playground
- Recreation Room
- First Aid
- Fire Hose Reel
- Fire Extinguisher
- Emergency Assembly Area
- Amenities & Showers
- Dump Point
- General Waste
- Green Waste
- Recycle Waste

PARK LANE SHEPPARTON

**IMPORTANT**
When driving, please watch out for guests and residents.
**Our speed limit is 10km**
Thank you




NAME: _____ CABIN/SITE: _____ Please return your key and swipecard to reception on departure.

# PARK GUIDELINES, RULES & EMERGENCY PROCEDURES

**Alcohol:** Excessive use of alcohol and/or use of banned substances is considered a breach of park rules. Alcohol must not be consumed within: pool area or 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.

**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 avaible 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. If you are expecting mail, please notify the office staff.

**Pets:** Guests must notify management of all pets prior to check-in. Acceptance of any pet is at the discretion of management. All pets must be kept on a lead at all times whilst in the Holiday Park. Please refer to our Pet policy for more information.

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

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

**Smoking/Vaping:** Smoking and vaping 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 at reception during office hours.

**Credit Card Pre-Authorisation:** A valid credit card is required at check-in. A $5 pre-authorisation will be processed per cabin as security. This is not a charge and will only be used to cover damages, excessive cleaning, or other losses identified after check-out (excluding fair wear and tear). Any unused amount will be released after departure, typically within 7 to 10 business days depending on your bank.

**Safety Compliance:** All caravans, cabins and relocatable homes must have an approved smoke alarm installed. LPG bottles must comply with all State Government and local regulations. Guests and residents are responsible for ensuring their personal equipment meets all applicable requirements.

## EMERGENCY PROCEDURES

**EMERGENCY:**

In the event of an **EMERGENCY** within the park which does not directly involve you, your caravan site or cabin, 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 or cabin:

- Notify Emergency Services on 000
- Notify Park Office on 03 5823 1576
- 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 AREAS:**

**FRONT ENRANCE CAR PARK:** For all guests, residents & visitors in the areas located south side (bottom) of the park.

**BEHIND SWIMMING POOL:** For all guests, residents & visitors in the areas located on the north side (top) of the park.

**IMPORTANT NUMBERS:**

Fire, Police & Ambulance: 000

Poisons Information Line: 13 11 26

State Emergency Services (SES): 13 25 00

Reception (Business Hours): 03 5823 1576

Reception (After Hours / Emergency): 0477 668 794

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