

# **GUEST INFORMATION / PARK RULES**

Hello and welcome to Wodonga Holiday Park! We're excited to have you join us for some rest and relaxation. Our staff is ready and eager to make your stay as comfortable and enjoyable as possible.

65 MCKOY STREET, WODONGA, VIC 3690 W: wodongaholidaypark.com.au P: 02 6024 3906 E: reception@wodongaholidaypark.com.au

### **RECEPTION HOURS**

Our reception hours are 9am to 5pm Monday to Saturday. 9am - 4pm Sunday

### **AFTER HOURS**

For after-hours assistance, please use the after-hours number 0437 411 213 or call 000 in cases relating to FIRE, POLICE OR AMBULANCE.

### CHECK-IN/CHECKOUT

Guests are welcome from 2pm until reception closes on day of arrival but must vacate their accommodation or site no later than 10am on departure date unless alternate arrangements have been made in advance with our team at reception.

#### PARKING

Parking is limited to one car per cabin or one car per site unless otherwise arranged with Management. Please park your vehicle in the designated area for your cabin or site.

#### VISITORS

All visitors will need to register on arrival at reception prior to entering the park. Additional day use charges may apply.

#### SPEED LIMIT

All roads within the park should be used only as walking speed (up to 5km/h) out of respect towards pedestrians, cyclists or scooter riders sharing common areas; certain roads may also have separate signposted limits so please keep an eye open!

## **NOISE**

To ensure everyone has an enjoyable stay, please be considerate of others and restrict noise from music, TVs and social gatherings between the hours of 8pm and 10am.

## **CHILDREN**

Children are the responsibility of their parents or guardians. We kindly ask that children under 12 have an accompanying parent/guardian when using amenities, playgrounds, pool areas or other park facilities. All children should be back at registered accommodation by 10pm.

### **BUNK BEDS**

Children under 9 years of age should not use the top bunk. Children should also not play on the top bunk.

## BICYCLES / SKATEBOARDS / SCOOTERS / ROLLERBLADES / GO-KARTS

For the safety of all guests, these are permitted during daylight hours on roadways only. Please observe road rules including the use of helmets. Motorised Wheeled Devices such as e-scooters are not allowed on park premises.

## **SWIMMING POOL**

The pool is open between 8am - Dusk

Please always exercise caution when using the pool. Running, flips, somersaults, and inverted manoeuvres into the water are prohibited. Appropriate swimwear must be worn at all times. No glass or alcohol is to be taken into the pool area. All children under the age of 12 must be supervised in and around the pool area at all times. All children under the age of 6 must be within arms length of an adult or guardian at all times whilst in and around the pool.

### **PLAYGROUNDS**

The playgrounds are provided for the enjoyment and recreation of children staying at the park. Please have fun, but stay safe. To avoid injury always use equipment properly, no roughhousing on or around equipment and please always be courteous of others.

### **AMENITIES**

Open 24 hours for your convenience however they are closed for cleaning at periodic times (check cleaning times at the entrance of each block for more detail on closure periods). Please leave the amenities neat and tidy. No flushing of sanitary items or wet wipes, please dispose of these appropriately. Code for entry is C1238.

### **DUMP POINT**

See Park map or reception team for location. Please do not use amenity blocks.

#### LAUNDRY FACILITIES

For your convenience, we offer washing machines, dryers, and clotheslines. Please refrain from washing pet blankets. The machines are card payment only, with a cost of \$7 per wash and \$7 per dry.

#### WI-F

Complimentary Wi-Fi is provided. Search for the Hampshire Holidays network, password is **Holidays** 

#### **SMOKING**

Is not permitted in any accommodation or common areas. A \$175 cleaning fee will be charged if guests are found to have been smoking in park accommodation.

#### PETS

Pets are welcome in the park all year round. All pets must be kept on a leash at all times, unless in designated off-leash areas. All waste must be collected and disposed of appropriately in garbage bins. Pets are not permitted in any communal areas or recreational facilities.

#### **WILDLIFE**

Please enjoy the opportunities for interaction with the local wildlife. We do ask, however, that you do not feed any of the animals.

### **CAMP KITCHEN & BBQ AREAS**

There are a couple of BBQ areas throughout the park. Please leave these areas clean and tidy after use. You must vacate these areas by 10.30pm. Off-ground fire pits are allowed in certain areas at the Manager's discretion. Code for entry to the camp kitchen is C1238.

### **FIRES**

Fires are only permitted during certain periods and weather conditions. Fires must always be attended at all times when lit and extinguished appropriately when complete. Fires can only be lit in line with local fire services guidelines (i.e. not during a fire ban). See reception for more information.

## **UNAUTHORISED ACTIVITIES**

Antisocial behaviour, illegal drug use, excessive use of alcohol, undue mess around site, unregistered vehicles, undue noise, acts of violence, smoking in accommodation, driving lessons and conducting business onsite are prohibited from occurring on the property. Failure to comply with any of the above, including any damage caused to the property may result in eviction from the property.

### **RISK WARNING**

The park owner and operator warns all persons who engage in any recreational activities within these premises, that the pursuit of any such recreational activity may result in harm or personal injury. All persons who engage in such recreational activity accept that there are obvious and inherent risks from such activity, therefore, such recreational activity is undertaken at their own risk.

### **EMERGENCIES**

In cases relating to fire, ambulance or police please call 000. Please make yourself familiar with our evacuation procedure in case of any unforeseen emergency. FOR URGENT AFTER HOURS PARK RELATED ISSUES please call 0437 411 213.

## **EMERGENCY PROCEDURE**

- Call 000
- Notify the Park Manager (if not already present)
- Assist any person in immediate danger ONLY IF SAFE TO DO SO
- Evacuate to your nearest Emergency Assembly point (noted on map)
- DO NOT RE-ENTER until given permission to do so