

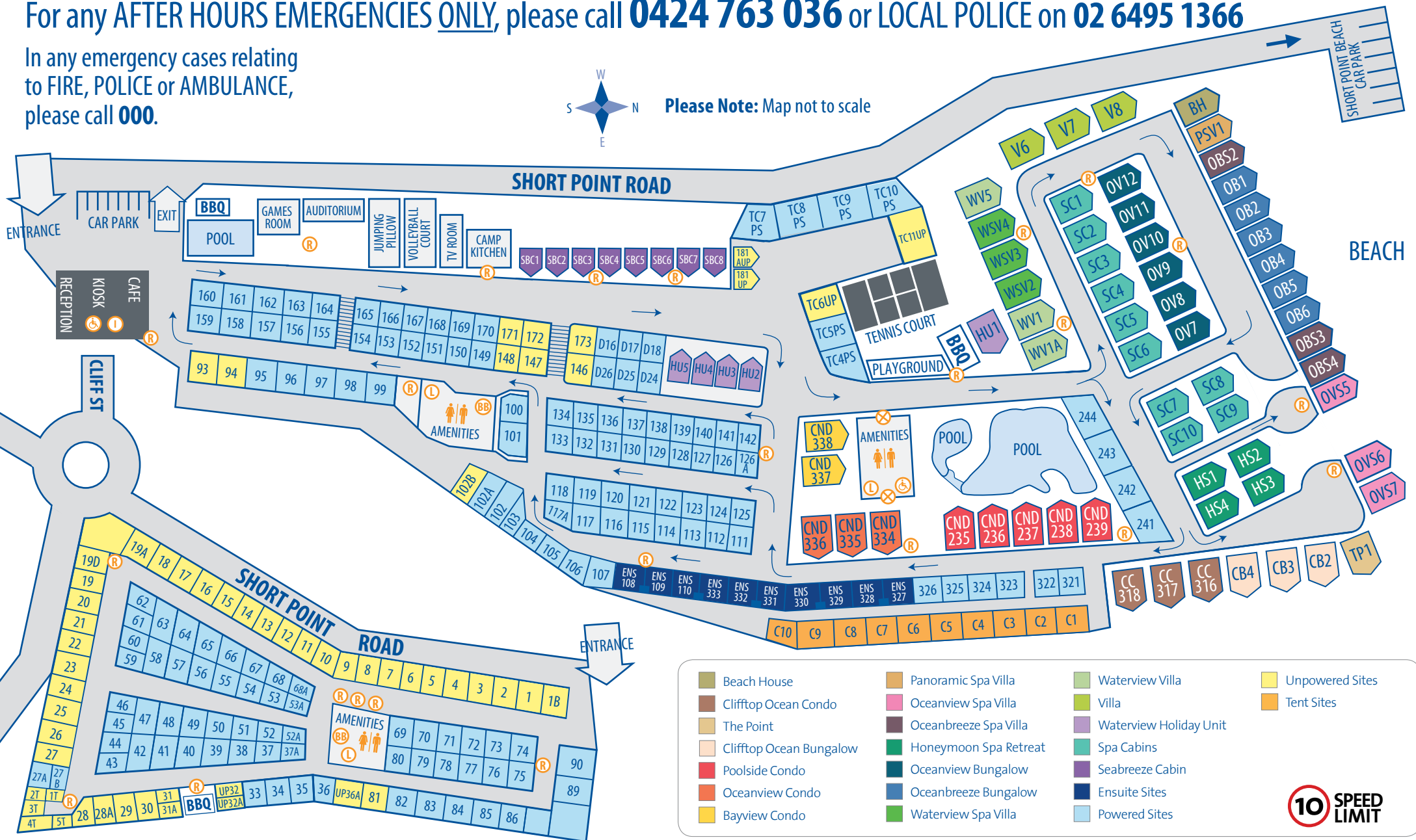
# Merimbula Beach Holiday Park

For any AFTER HOURS EMERGENCIES ONLY, please call **0424 763 036** or LOCAL POLICE on **02 6495 1366**

In any emergency cases relating to FIRE, POLICE or AMBULANCE, please call **000**.



Please Note: Map not to scale



- |                         |                       |                        |                 |
|-------------------------|-----------------------|------------------------|-----------------|
| Beach House             | Panoramic Spa Villa   | Waterview Villa        | Unpowered Sites |
| Clifftop Ocean Condo    | Oceanview Spa Villa   | Villa                  | Tent Sites      |
| The Point               | Oceanbreeze Spa Villa | Waterview Holiday Unit |                 |
| Clifftop Ocean Bungalow | Honeymoon Spa Retreat | Spa Cabins             |                 |
| Poolside Condo          | Oceanview Bungalow    | Seabreeze Cabin        |                 |
| Oceanview Condo         | Oceanbreeze Bungalow  | Ensuite Sites          |                 |
| Bayview Condo           | Waterview Spa Villa   | Powered Sites          |                 |

- LEGEND:**
- BABY BATH
  - INTERNET KIOSK
  - LAUNDRY
  - RUBBISH BINS
  - AMENITIES
  - SPECIAL ACCESS
  - DUMP POINT



# Guest Information

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## Welcome - Please Enjoy Your Stay!

The wish of management and staff is for all guests to be able to enjoy a safe, happy, friendly and relaxing stay whilst at the park. Be considerate of others and ensure your site and belongings are kept secure and tidy at all times. Please read the following which applies to all guests, residents or invited guests.

**AFTER HOURS:** For after hours emergencies only, please call 0424 763 036 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 6495 1366.

**AMENITIES:** Are situated throughout the park and are open 24 hours for your convenience. All amenities buildings are shown on the reverse side map. All children under 12 years must be accompanied by an adult and be supervised at all times. Please consider others when using these facilities by leaving them in a neat and tidy condition.

**ARRIVAL/CHECK IN:** We look forward to welcoming you any time after 2pm on the day of your scheduled arrival.

**BBQ AREAS:** There are several FREE BBQ areas provided throughout the park. Please leave area clean after your use.

**BICYCLES/SCOOTERS/ROLLERBLADES:** These are allowed during daylight hours but guests should observe all the road rules including the wearing of helmets and necessary protective gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. These items are not to be used in the main entrance/exit area. An inhouse licence is needed for all guests to use & enjoy these items within the property. No skateboards are to be used within the park.

**BUSINESS:** We understand that from time to time work may interrupt our guests while on holidays, so to ensure your business needs are met swiftly and efficiently, please visit us in reception for any phone messages, fax, photocopying, mail or internet requirements. Unfortunately messages will not be delivered to guests on site.

**CAMP KITCHEN:** There is a camp kitchen situated within the park for your convenience. Please leave clean after your use. See park map for location.

**COIN CHANGE:** Available from reception for games room and laundries (during reception hours).

**DEPARTURE/CHECK OUT:** All rooms/sites to be vacated by 10am on the day of your departure. Early departures: should you wish to check out before reception opens, please make alternate arrangements the day before. If you would like to extend your stay (depending on availability) – please do so before 10am.

**DISHES:** Should be washed in the sinks provided in the camp kitchen and BBQ areas. Please do not use the laundry tubs to wash dishes.

**DUMP POINT:** Located on the eastern side of the main pool amenities. See park map for location.

**DVD HIRE:** DVD's are available from reception – a nightly fee applies (please return by 10am the following day).

**EQUIPMENT HIRE:** A range of sporting equipment is available for hire from reception. Deposits apply.

**GAMES:** Coin operated electronic games located in the games room. See park map for location.

**GENERATORS:** The use of generators is not permitted after 8pm.

**INTERNET:** 2 internet kiosks with WIFI (wireless hotspot) are located in the shop. This is a non smoking area and is open from 8am to 8pm. Please also be considerate of others who may be waiting (fees apply).

**JUMPING PILLOW:** Open 8am to 8pm daily (closed during wet weather & operating hours may vary during winter months). See park map for location. The use of the jumping pillow is for inhouse guests only. Please observe the rules to ensure safe use. Children must be supervised at all times in these areas. Be extra careful when surface is slippery.

**KIOSK:** Open from 8am-5pm (low season) and 8am-8pm (school holidays) daily.

**LAUNDRY:** There are 3 laundry blocks located in the park. Each laundry has coin operated washing machines and driers for your use. All laundries are open 24 hours for your convenience. Please do not erect temporary clothes lines on your site, they WILL NOT BE PERMITTED. Ironing boards are located in each laundry. Irons are available for hire from reception. Washing powder is available for purchase from reception.

**LIBRARY:** There is a bookcase located in the TV room. Books are available to borrow on an exchange system.

**PARKING:** Is allocated for most sites/accommodation (one car space per site/accommodation). Please park your vehicle in this allotted position and not on the roadways. (Boats will only be accepted on site providing they fit and are approved by management). Visitors should park their car in the visitor parking area at the front of the property. No visitor cars are allowed in the park without consent from management.

**PETS:** Sorry, no pets allowed.

**QUIET TIME:** Please be respectful of the enjoyment of others within the park by restricting noise from television, music and social gatherings between the hours of 10pm and 8am.

**RECEIPTS:** Please retain the receipt issued to you on arrival. This validates your length of stay and any bonds/deposits that may be refundable on your departure.

**RECEPTION HOURS:** 8am to 8pm (winter) 8am to 9pm (summer)

**REFUND/CANCELLATION:** Details of our policy is available at reception. Please be aware that we are unable to refund any monies for late arrivals, early departures, or in the event of inclement weather.

**RESTAURANTS, BARS, CAFÉ'S:** There are plenty of restaurants/bars/cafes in our area. Please see any one of our friendly staff for our local favourites.

**RUBBISH/RECYCLING:** Can be placed in the large bins positioned near your site. Please assist staff by having your rubbish securely wrapped and placed in bins provided.

**SAFETY:** For the safety of all guests, we require that all minors are back at their registered accommodation/site by 10pm. Should children/teenagers be wandering around resort gardens after this time they may be challenged as to their identity and site/accommodation. Adults/parents are responsible for all minors in their care. Groups of young persons are not allowed to congregate in common areas unsupervised or after dark.

**SECURITY:** Please be wary of security. Lock your car and accommodation when you leave them. Management cannot accept responsibility for theft of personal possessions.

**SITES:** A maximum of 6 persons including overnight visitors per site. Due to Fire Regulations tents or vans are to be set up on the left boundary of site (2.5m from the unit on the next site). Parking on right boundary side of site (back to back sites require set back of 1.5m from rear boundary). Sites are to be kept clean and tidy. All possessions are to be kept within your site boundaries (sites vary in size). You will be asked to move or take down any non-complying structures. Trenches must not be dug around tents or annexes. A copy of our setup diagram will be given to you on arrival for your assistance.

**SMOKING:** Please note that smoking is not permitted in any accommodation or in and around the community areas.

**SPECIAL NEEDS:** Access friendly shower and toilet facilities are located in the amenities block. Please see reception for key required.

**SPEED LIMIT:** All roads in the park are shared between pedestrian and vehicles. Speed limits are walking pace only.

**SWIMMING POOL:** Our pool hours are 8am to 8pm (summer) and 8am to 5pm (winter). Please be aware that there is no lifeguard on duty. Children especially must be supervised at all times in these areas. The use of the pool is for guests only. Please observe the rules to

ensure safe use. Do not take glass containers of any kind into the pool areas. Remember alcohol and water DO NOT mix – so please no alcohol whilst using pool areas. Towels supplied in accommodation are not for pool use. Please supply your own pool towels.

**THINGS TO SEE & DO:** Our reception staff will be happy to assist with any queries you may have.

**TV RECEPTION:** TV Coaxial Cables are available to improve your television reception. A refundable security deposit is required & these are available from reception.

**VERANDAH:** Please do not hang laundry on your balcony. For your convenience a clothes airer is provided in all accommodation, and coin-operated driers are located in the amenities buildings.

**VISITORS:** All visitors should be registered on arrival. Registered guests are also responsible for their visitors behaviour. Any visitor that stays overnight must be registered prior to staying. (fees apply).

**WATER:** As you may or may not be aware, we are currently experiencing a drought in our area. Strict council regulations apply to the use of water at our property. Please see reception for full details on restrictions to help us meet these strict standards.

**WILDLIFE:** As a guest you are welcome to enjoy the incredible opportunities for interaction with our local wildlife. As cute as they may be however, feeding the wildlife can be detrimental to their health. We ask that you not feed any of our animals.

**SECURITY:** Please be wary of security. Lock your cars and your accommodations when you leave them. Management cannot accept responsibility for theft of personal possessions.

**EVACUATION PLAN:** Please make yourself familiar with our evacuation plan in case of any unforeseen emergency. In case of emergency, please remain calm and follow instruction from staff. **For after hours emergency only, please call 0424 763 036 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 02 6495 1366.**

### The following items are NOT ALLOWED under any circumstances:

- Illegal drug use
- Excessive use of alcohol
- Undue mess around site
- Undue noise
- Unregistered overnight guests
- Acts of violence or abuse
- Smoking in accommodation
- Unregistered vehicles
- Skateboards
- L plate drivers and no driving lessons in park grounds

**\*\*FAILURE TO COMPLY WITH ANY OF THE ABOVE INCLUDING ANY DAMAGE CAUSED TO PARK ACCOMMODATION OR PROPERTY MAY RESULT IN THE GUEST BEING ASKED TO VACATE AND LEAVE THE PROPERTY WITH NO REFUND ISSUED. PLEASE READ OUR REFUND POLICY PRINTED ON YOUR RECEIPT ISSUED ON CHECK IN\*\***

**Note:** Any caravan/campervan leads connected to our power outlets must be 15 AMP tested and tagged! The use of double adaptors is not allowed!

PLASTIC COVERS, CARPETS OR MATS OUTSIDE TENTS OR CARAVANS ARE NOT PERMITTED ON ANY LAWNED AREA. SHADE CLOTH OR SIMILAR IS WELCOME.

[www.merimbulabeachholidaypark.com.au](http://www.merimbulabeachholidaypark.com.au)