

WIMMERA LAKES

caravan resort

rules and regulations

Check in time

Check in is available from 2-7pm on the day of your booking unless otherwise arranged with management. All fees are to be paid in full upon arrival.

Check out time

Vacate the Park by 10am on the day of departure unless otherwise agreed to by park management. Late check out is available at an additional cost when available.

Noise

Keep noise to a minimum at all times and ensure that all audible noise from the nearest site ceases by 10pm. Undue noise or objectionable behaviour will result in eviction without a refund. This is for the enjoyment of all park patrons.

Alcohol and drugs

- Any use of illegal drugs within the park will result in instant eviction without refund and if warranted, the authorities will be notified.
- Any persons under the age of 18 years are not permitted to drink alcohol within the park and will result in instant eviction without refund.
- Any persons found to be intoxicated and causing undue noise or objectionable behaviour will be evicted without refund.

Vehicles

- Observe the park speed limit of 8km per hour (walking pace). Roads are shared by pedestrians, bikes and vehicles. Please be aware of your fellow road users.
- All cars allocated to a site MUST be parked on that site. Ensure all visitors cars are parked in the visitor car parking area outside the Park.

Bikes, roller blades, and scooters

- Helmets must be worn at all times and not to be ridden outside daylight hours.
- Bikes are not to be ridden in the Camp Kitchen, Recreation Room, Tennis Court, Pool area and in or around Amenities.

Bookings

- It is the policy of the Management of Wimmera Lakes Caravan Resort that sites not be occupied by persons under the age of 18 years unless they are in the full time care of a responsible adult. The policy is necessary to ensure the proper conduct of the park and the safety of all patrons particularly those under the age of 18 years.
- Accordingly, management reserves the right to refuse bookings from persons under the age of 18 years and to terminate the occupancy of any site within the park if it becomes apparent to management that the site will be or is being occupied by persons under the age of 18 years who are not under the full time supervision of a responsible adult.

Pets

- Pets permitted at manager's discretion and must be on a leash and under control at all times.
- Owners to dispose of all wastes promptly and appropriately in a plastic bag.
- No pets permitted in any cabins.
- Not to leave the pet unattended at any times.
- Not to allow the pet to be a nuisance or cause distress to other guests at any time during the stay.
- Pets are not permitted in laundry, amenities, pool complex or any communal areas of the Park
- Pet owners will be asked to vacate the Park if rules are not adhered to regardless of the time of the day or night and will forfeit any refunds.
- Pet owners agree and accept to take full responsibility of any personal injury or damage caused by their pet whilst within the Park and agrees to pay compensation in relation to any damage.

The playing of games and other sporting activities

No ball games in the playground, around amenities, on sites, roads or close to dwellings.

Jumping Pillow

No Shoes, flips, summersaults or use while wet. Please read rules on sign erected near the Jumping Pillow.

The use and operation of communal facilities

- Amenities block is open 24 hours for your convenience.
- Not to wash dishes in the laundry trough, baby baths or hand basins.
- Laundry is available at the amenities. Please remove washing promptly from the washing machine, dryer or clothesline upon completion.
- Not to erect a private clothesline other than a temporary line which is not in obvious view of other guests. Dryers and clotheslines are provided for your convenience.

Playground

Use playground equipment in the proper manner and in accordance with any specific rules relating to a particular apparatus.

The supervision of children

- Parents must maintain sufficient supervision of their children to ensure they don't cause a nuisance or inconvenience to other park guests or the management.
- Ensure that pre-schoolers are supervised by an adult when either using amenities blocks, playgrounds or swimming pool.
- Support any reasonable sanctions imposed by the park management resulting in an improper conduct or use of the parks facilities by their children.

Swimming Pool Complex

- Pool is open during daylight hours or at manager's discretion.
- No children under 12 allowed in the pool complex without parental supervision.
- No alcohol in pool complex.
- No Glass in pool complex.
- No diving, bombing or running in the pool complex.
- Anyone not adhering to the pool rules will be asked to leave the pool complex and if warranted may be asked to vacate the Park with no refund.

Linen hire and irons

Linen hire is available from reception for an additional cost. Irons are available from reception during office hours and this is a free service.

Grievances

Use a private, conciliatory approach to the settling of disputes with other occupants, park management, or our employees.

Visitors

All day and overnight visitors must visit reception before entering park and pay the appropriate fees. Visitors are the responsibility of the park patron they are visiting.

Smoking

Smoking is prohibited in all amenities blocks, the recreation room, the camp kitchen, the laundry, the swimming pool and all cabins and units.

Internet

Wireless internet is available throughout the park, cards are available for purchase through reception.

Fires

Fires are not permitted in our Caravan Park.

General Conduct

Ensure that both guests and their visitors don't behave in a manner that could be offensive to other guests, as this shows a bad example to children or is injurious to the reputation of the Park.

Emergency procedures

The site plan overleaf shows the location of fire hoses and park exits to the Evacuation areas (community refuge area) Fire extinguishers/fire blankets are located in every Cabin, Recreation Room, Camp Kitchen and the Reception.

Residents

- Sites are not transferable.
- Tenancy is only with the individual.

Rubbish

Please wrap garbage before placing it in the communal bin and do not relocate bins from their location.

WIMMERA LAKES

CARAVAN RESORT



EMERGENCY EVACUATION PROCEDURE

Should a fire occur, the following actions are to be taken...

- Assist anyone in immediate danger
- Raise the alarm immediately
- Consider fire attack only if safe to do so
- Telephone the Fire Brigade on 000
- Proceed immediately to the evacuation assembly area
- Should anyone's clothing catch fire: Stop immediately, do not run. Drop to the ground. Roll - smother the flames either by rolling on the floor/ground or wrapping in a blanket or jacket. Remember - Stop, Drop and Roll
- Should anyone suffer burns: Cool the burns immediately with water (keep doing this for at least 10 minutes). Remove constricting clothing, but do not remove anything sticking to burns. Keep casualty calm until ambulance arrives (they may suffer shock). Location of the fire extinguisher and assembly area is shown on map below. Please make sure you are totally familiar with all instructions. In an emergency we do not have time to stop and think, so our reactions must be automatic and correct. Thank you.

Fire • Ambulance • Police - 000

All cabins have fire extinguishers/blankets

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