

Lake Maroon Holiday Park Park Rules

Guest information and Conditions of Entry. (Version 1.6 1 January 2011)

Welcome to Lake Maroon Holiday Park and we hope you enjoy the beautiful Lake Maroon area. We have formulated some common sense rules to ensure all guests have a safe and fun time. Please carefully read the rules, if you have any questions please contact us or see the caretaker on duty.

ARRIVAL

- All guests must report to the office upon arrival unless previously arranged.
- All accommodation must be paid in full on arrival (*unless alternate arrangements made*)
- A credit card authorisation for \$350 per house and \$150.00 per campsite will be obtained, any outstanding charges may be deducted from this amount. We will not deduct any money from this amount unless there is damage, additional cleaning or unpaid accommodation. We will refund the full amount back to your account when we have checked the accommodation is in a satisfactory condition. The security authorisation may be shared among the group if requested.
- BookConfirm guests MUST produce the booking confirmation form.
- All guests must register upon arrival and agree to abide by LMHP park rules
- A vehicle pass will be issued for every vehicle.
- Check out is from 10 am onwards unless otherwise arranged.
- Check in is 2pm unless otherwise arranged (Check in and Check out times do not usually apply to campers unless there is a follow on booking for that site)
- If the office is unattended you may go to the booked accommodation and the caretaker will contact you in due course.

GENERAL

- Off road vehicle use is only permitted in the park with the specific approval of the owners.
- Please drive slowly and safely within the parks boundaries. Remember there are likely to be kids running, playing ball games etc
- Children must be properly supervised at all times within the park. They are not permitted to climb on any structure. This includes trees, water tanks, railings, tables, chairs, sinks, toilets, benches or leaning out of windows.
- All native animals and all plants within the park are protected.
- Pets are only permitted in the "Cove" camping area of the park. (*Unless there is a specific reason eg Seeing Eye dog.*)
- Rubbish is to be placed in bins. Campsites are to be free from litter at all times. Do not burn rubbish in the campfire pits.
- Toilets: Do not flush any foreign objects down the toilet. (*Bins are provided for sanitary napkins etc*)
- The drinking water at Lake Maroon Holiday Park is from rainwater storage tanks and is treated to be safe to drink, however if you are still unsure of the quality, it is your responsibility to boil prior to drinking or use bottled water.
- All the water used at Lake Maroon Holiday Park is from rainwater tanks. Please use the water thoughtfully and keep shower times to a minimum.
- If an emergency occurs, or an Ambulance etc is called to the site, the caretaker must be advised
- Any additional cleaning or restitution charges will be deducted from the credit card supplied by you at check in (guest registration). These charges will be deducted on behalf of the entire group at the house or at the campsite. It is not the responsibility of the management LMHP to identify a particular person in

your group; therefore any damage to the house or campsite you occupy is your responsibility.

CONDUCT

- Lake Maroon Holiday Park is all about having relaxing, having fun and sharing happiness and laughter with friends and family. Please respect the privacy of other guests to ensure everyone has a pleasurable experience. Any noise or music must be kept to a reasonable volume at all times so as not to disturb other guests. Noise and Music must be reduced from 8 pm. (turn off amplified music and stereos). A quiet time policy from 8.00pm to 7.00am applies. Please consider other guests who may want to enjoy the quiet bush environment.
- An 10pm curfew applies to all noise and music etc. *If you are planning a party, wedding etc, let us know in advance so we can negotiate conditions to allow you to enjoy the occasion without annoying other park guests.*
- Any person behaving in an offensive manner or intentionally damages property will be removed from the park. Where necessary the matter will be referred to Police.
- We reserve the right to refuse or revoke entry to the park to any person whom is causing excessive noise or is considered to be conducting themselves inappropriately.
- NO Firearms (including bow & arrows etc), Fireworks or Flares etc are permitted within the park.
- Behaviour that creates a dangerous situation, causes injury or damage to property will be reported to Police for action. *Eg, fireworks*
- All native animals are protected at Lake Maroon Holiday Park. Guests are not to annoy, chase or harm wildlife.
- Fires are not to lit during times of declared Total fire bans. If you need to cook during these times use a gas stove etc, or see the caretaker and check if a gas BBQ is available.

CAMPING

- All camping is Pre booked & Pre paid
- Additional cleaning fees and damages may be charged to the credit card account on the guest registration.
- Tents are to be set up in close proximity to the campsite marker.
- Please ensure all persons registered in your group camps together at the allocated camp sites
- Do not move the fire pit. LMHP uses steel tractor rims as fire surrounds to minimise embers leaving the fire pit or heat and smoke damage to trees nearby
- Camp fires are only to be lit within the camp fire pit. Do not stack wood or balance logs above the level of the fireplace rim
- Glass is not to be placed in the fire pit. Do not burn rubbish in the fire pit
- Campsites are to be free from litter at all times for health reasons
- Campsite must be left free from rubbish upon departure
- Do not leave damaged camping equipment upon the campsite. Place it in the waste bin area near the office. See the caretaker if you need assistance.
- No generators permitted. (*powered sites are available*)

HOUSES

- If office is unattended, Guests can access the house keys from the electronic key safe using the code provided (under the verandah at the office).

- Guests are required to complete the *Guest Registration form* for insurance reasons.
- Gas BBQ's are to be kept reasonably clean and the gas bottle turned off when not in use. Do not leave food on the BBQ as insects are attracted to the area.
- Please do not move BBQ on to the verandah as it may create a fire hazard
- Please return furniture to the original position prior to departure.
- Any breakages or equipment that is not working must be reported to the caretaker as soon as possible (including blown light bulbs etc)
- Firewood. Due to the risk of insect and termite infestation, guests are not to bring wood into the houses or be left on the verandah. Please only use cut wood that has been bagged by LMHP staff. We ensure that it is clean and dry to reduce risks. Campfire pit. Wood gathered from within the park can be used in the fire pit.
- No smoking is permitted inside the houses for health and safety reasons. Please dispose of cigarette butts thoughtfully.
- Children must be kept away from the internal combustion heaters as the outside metal can become extremely hot. Please keep children a safe distance from the heaters and supervise them at all times.
- Please lock and secure the house. Ensure all windows are closed. The keys should be returned to the key safe upon departure.
- Please report any breakages before departure. Any missing equipment items, excessive mess or damage (*above what is considered normal wear and tear or fair use*) will be charged against the security bond.
- If you do not leave the house in a reasonable clean and tidy condition upon departure, a cleaning fee will be deducted from your bond. Eg wash dishes, place rubbish in bins, vacuum floor & replace furniture to original position
- Please put away and item you have used. Fold blankets and place 1 on each bed with a pillow (2 blankets if it has a trundle below).
- If you discharge a Fire extinguisher, you must advise the caretaker immediately. Failure to do so will be presumed to be misuse of the equipment and a \$150 per item misused will apply. Discharging the fire extinguisher for non fire fighting purposes will be considered wilful damage and you may be removed from the park
- If you discharge a fire extinguisher for an appropriate reason there will be no charge.
- All accommodation charges are to be paid prior to departure, unless otherwise arranged prior to booking.
- Additional cleaning fees and damages may be charged to the credit card account on the guest registration.