



Paynesville Holiday Park

4-14 Gilsenan St, Paynesville VIC 3880
03 5156 6342 info@paynesvillehp.com.au
paynesvilleholidaypark.com



Guest Information - Park Rules

The following guidelines are for your safety and comfort as well as our other guests. Please read carefully.

ROAD RULES AND PARKING

- Please follow the posted speed limit at all times while driving within the park.
- Please take care to watch out for children, pets and other guests while driving within the park, and give way if necessary.
- Parking for 1 car is allowed per cabin or site. Additional cars including those of any visitors must be parked in the visitor parking spots provided if available. Alternate parking is available at the front of the park.
- Please park only in the designated, marked parking spot provided for your site or cabin/ motel room. Please do not obstruct any driveways, gates or access to neighbouring sites, cabins or motel rooms with any part of your vehicle.
- Boats, jet skis and other trailer parking is not allowed on sites or at cabins. Alternate parking for these items can be found on the street in front of the park.
- Charging of electric cars is not included in our cabin or site pricing and is not permitted in the park. If you have an electric car that you would like to charge, please see reception.

EXTRA PERSONS

- Please check your booking carefully to ensure that all guests are listed on the booking, and that any additional person fees have been paid in full on or prior to your arrival at the park.
- If you are found to have more people on your site or in your cabin than what you have registered at check in additional charges may apply. Additional accommodation will need to be booked and paid for if you exceed the sleeping capacity on your selected accommodation type.

CHECK OUT

- Check out time is prior to 10am daily. If you would like to extend your stay please contact the office before 10am on your booked departure date, we would be happy to assist if there is availability.
- Late check-out options may be available during off-peak times, but need to be pre-arranged. Please contact the office prior to closing the day before your booked departure date so that we can check the availability for a late check out for you. Fees may apply.

SMOKING

- We are a non-smoking park. Smoking is not permitted inside cabins or in any public spaces at any time.
- A fee of \$250 applies for smoking inside of cabins.

NOISE & DISRUPTIVE BEHAVIOUR

- Generators are not to be used at any time. If you require power to your van or motorhome, please book a powered site.
- For the enjoyment of all park guests, noise restrictions are in place from 10pm to 8am. During this time period, please keep all noise to a minimum. TVs, radios etc should not be able to be heard from outside your van or cabin.
- Violence, intoxication, use of illegal drugs, theft, vandalism, abuse (physical or verbal) and other anti-social behaviour will not be tolerated at any time. In such situations, we have a duty of care for our guests, staff and residents to notify the police and this behaviour will result in the termination of your stay. No refunds will be given to offending parties.

CHILDREN

- Parents are responsible for the behaviour of their children at all times while they are within the park. Paynesville Holiday Park will not be held responsible or liable for any personal injuries which may occur whilst in the park.
- Children under 8 years of age must be accompanied by an adult at all times while in any public amenities blocks, toilets and showers.
- Please do not leave children unattended in a vehicle at any time, including in your caravan when you are not there.
- For the safety of young children, it is recommended that children under the age of 9 do not sleep on the top bunk, and that children do not play on the top bunk.

BIKES, SCOOTERS & SKATEBOARDS

- For your own safety, helmets are required at all times while riding bikes, scooters, skateboards or any other similar ride-on vehicle.
- For your own safety, the riding of bikes, scooters, skateboards and other similar ride on vehicles is not permitted after sundown.
- Please stay on paved areas, keeping off the gardens and grassy areas.

PARK AMENITIES

- A guest laundry is provided for your convenience. This is a shared space, please do not leave your laundry unattended in the machines once the wash or dryer cycle has finished. Please keep the space tidy for other users.
- Our Camp Kitchen and BBQ facilities are provided for your enjoyment. After use, please clean any cooking surfaces and leave the area in a tidy condition, placing any rubbish in the bins provided.

SWIMMING POOL

- The swimming pool is open from sunrise to sunset year round.
- The spa is open from 1pm to 8pm from 1 September to 30 April.
- Parents are responsible for ensuring that their children are properly supervised at all times while inside the pool area. All children under the age of 12 are to be accompanied by an adult at all times while in the pool area.
- Alcohol consumption is not permitted in the pool area for the safety of our guests.
- Glass is not permitted in the pool area for the safety of our guests.
- In case of emergency please call 000 first, then notify park staff.

VISITORS

- Visitors are required to sign in at the office upon their arrival at the park.
- Visitor parking is provided, please park in the marked visitor parking bays if available. Alternate parking is available outside the park.

LIABILITY, CLEANING AND DAMAGES

- Guests are responsible for their belongings at all times while within the park. Paynesville Holiday Park takes no responsibility for lost, stolen or damaged items.
- A fee of \$250 applies for any damages caused to park property. If the damage caused is to a higher value, then additional charges may be applied.
- Our cabins are serviced weekly for longer stays, otherwise they are cleaned on departure. A cleaning fee of \$250 will apply if your cabin is left in an unclean state and additional time and resources are required to clean the cabin during your stay or after you have departed.

FIRES

- In the interest of safety, campfires of any kind (including in fire pits) are not permitted at any time of year.

PETS

We love being able to have guests bring their pets to Paynesville Holiday Park, but our continued ability to do so relies on everyone being considerate of their fellow park users.

- Pets are welcome on our caravan sites. Pets are not permitted in our cabins. Pre-booking is essential so that we can allocate the perfect site for you and your pet.
- For the safety of your pet, please ensure that its vaccinations are up to date before travelling.
- For the safety of your pet, please make sure it is on a leash at all times unless in the confines of your van. Your pet should always be accompanied by a responsible adult to supervise and pick up after it.
- Please do not leave your pet unattended in any vehicle at any time, including your caravan when you are not there.
- Pets are not permitted inside the pool area, amenities or common indoor spaces at any time.
- While we love pets, management reserves the right for excessively noisy or aggressive animals to be immediately vacated from the park. No refunds will be given in these circumstances.
- A fee of \$250 will be charged for any damages incurred by pets to park property. If the value of the damage is more than this, additional charges may apply.
- A cleaning fee of \$250 will apply if pets are found to be inhabiting cabins which are not designated pet friendly areas.

GARBAGE

- Garbage bins are located throughout the park for your convenience. Please bag your rubbish then place it in the bins provided, this includes pet waste.
- A rubbish removal fee will apply if hard rubbish or excessive waste (i.e. dumping) is left behind at the park. This fee will be from \$250, however if charges quoted by our garbage contractor to remove large/ bulky items exceed this amount the entire cost will be passed on to the offending guest.

EMERGENCY PROCEDURE

In the event of an emergency at the park, please follow these procedures as carefully and quickly as possible and only if safe to do so.

- Assist persons in immediate danger (only if safe to do so).
- Raise the alarm to management and staff as soon as possible.
- Secure your valuables and close all windows, doors and hatches (only if safe to do so).
- Turn off the power and gas to your site (only if safe to do so).
- Gather your family and guests and proceed to the designated assembly area as shown on the park map.
- Remain in the assembly area until directed by park staff or emergency services personnel.
- Do not attempt to move your vehicle or caravan.

Park Wifi Password: guest123

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