

## IMPORTANT INFORMATION WHEN STAYING WITH US

**DID YOU KNOW - We have a FACEBOOK Page..... "Howqua Valley Resort"**

**Website..... [www.howquavalleyresort.com.au](http://www.howquavalleyresort.com.au)**

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### **DID YOU KNOW THAT WE HAVE THE FOLLOWING ON SITE?**

- Concrete Boat Ramp
- Powered and Unpowered Camping Sites with a Camp Kitchen
- Telephone and Internet Access\* (*Connecting to most mobile service providers*)
- Mini Golf \*
- Kayak and Stand Up Paddle Boards Hire \*
- Volleyball / Bocce
- Lagoon Swimming Pool with Spa area and Lounges
- Gazebo with Fire Pit and Free BBQ
- Children's Playground
- Laundry Facilities \*
- General Store
  - A Variety of Household & Grocery Items, DVD Hire
  - Fresh Produce & Ice
  - Camping & Fishing gear, including Tackle & Live Bait
- Café / Take Away Foods & Great Coffee
- Bottle Shop
- Fuel and Gas – NO DIESEL
- Snooker / Air Hockey

As our guests you are welcome to use any of our park facilities.

*Some park facilities may incur additional charges\**

### **CHECK IN / OUT TIMES:**

*\*Variations to Check IN or OUT times if approved by the Park Manager, shall incur extra charges*

**Check IN** CABIN - time is strictly 2pm\*

**Check IN** CAMPSITE - time is strictly 12noon\*, unless otherwise approved by the park owner

**Check OUT** **ALL Bookings - Strictly 10.00am\***

### **MAXIMUM GUESTS AND VISITORS**

The number of guests staying must not exceed the number of guests CHECKED In and paid for accordingly. All visitors that you may have during your stay with us **MUST** be checked in at the office prior to entering the park and pay the park access fee accordingly (if applicable).

**All** guests and visitors are to CHECK In and CHECK Out with the office.

### **PETS**

Sorry, strictly NO pets allowed/permitted in the park with any park patron, guest or visitor.

### **RATES and SERVICES**

All rates and tariffs are subject to change without notice. No responsibility is accepted for error and omissions on any websites or forums other than those owned by us. *After check in – you will not be entitled to a refund of monies paid in advance for accommodation*

### **CANCELLATIONS / REFUNDS / DAMAGES**

As per your "Guest Registration" sheet; Should you reduce your scheduled stay after check IN we do not offer a refund of monies, nor rollover any unused days of accommodation to another period or booking, regardless of the rationale for such.

All damages, breakages and losses incurred by you or your group during the term of your occupancy, must be paid for or made good to the satisfaction of the park owner immediately upon request of such. This includes replacing/recutting lost and or damaged keys and or access slides, cleaning of dishes & cooking utensils, stoves, ovens and or carpet cleaning.

Additional charges (if applicable) shall be deducted from your credit card or cash bond accordingly.

### **WATER SUPPLY**

Our water is extracted from the lake, therefore we do not encourage you to drink it however, bulk fresh water is available for purchase at our general store.

### **CLEANING**

We pride ourselves on providing an impeccably clean and well-maintained property for you to enjoy.

### **CABIN Stays - We would appreciate if the following was completed prior to check out:**

- \* Clean the dishes and the BBQ
- \* Place your wet linen in the bathroom
- \* Turn off all lights, appliances, air conditioners and heaters
- \* Check all windows and doors are closed and locked
- \* Place your excess rubbish in the appropriate bin (located at the end of your cabins veranda)

Please note - after check OUT any excess cleaning or rubbish removal will be an additional charge, deducted from your credit card accordingly. ie: including by not limiting to rectifying or remedying any stains, burns, removing any excess soiling, any foul odours as caused as a result of cooking or smoking.

### **GARBAGE COLLECTION**

We love our environment and hope you do too. Plenty of bins are located at the sheds.

It would be great if you could use the Recycling Bins (silver bins at Cabins) for recycling Glass, Plastic and CRUSH Cardboard and place in the trailer beside the SHED.

Please DO NOT place your recycling rubbish in plastic bags; collectors WILL NOT remove it. Nor will they take it, if it is contaminated with other matter/rubbish ie: nappies, food scraps

### **SPEED**

For the safety of all our park patrons speeding throughout our property is **NOT tolerated**.

ALL drivers are expected to drive **NOT more than 8kps at any time**.

### **TELEPHONE**

Deemed a blackspot, we do seem to have great mobile/TELSTRA service in and around our Cafe and General Store area. For other service providers try locating yourself on our Heli Pad. If you're unable to connect, we have a telephone in the reception you can use.\*

### **INTERNET**

Sorry to report at this stage we are unable to offer you a WiFi connection during your stay. If your mobile service plan has a data pack - you should be able to get great internet/TELSTRA service in and around our Cafe and General Store area.

## **EMERGENCY**

Should there be an emergency during your stay – **please telephone - 000**

If you call **triple zero (000)** – advise them you are located at  
**2740 Mansfield Woods Point Road, Howqua**      KNOWN as the  
**Howqua Valley Resort / Caravan Park**

If you experience an emergency situation during your stay, please try not to panic. Advise a staff member immediately and follow their instructions.

If in doubt, please refer to the “Park Map” you were given upon your arrival and make your way to the **EMERGENCY safe spots**. Shown as **“E”** on the park map. This is a safe area for you and your friends or family to convene until help arrives.

**Fire Hydrants** are located around the park as shown on this map also.

**A Fire Blanket** is located inside the cupboard as indicated on the sign.

## **OFFICE HOURS**

Whilst we do our best to be available and service any needs of our guests and LTHS occupants when present, we do try to achieve this 7 days a week between 9.00am – 5.00pm.

If you require **urgent** assistance outside of these hours, please use the **“Emergency”** button located right of the shop door.

## **SEWAGE SYSTEM**

We have a stand-alone environmentally friendly waste system here in our park, so please be mindful of what goes down the pipes. The septic tank system is unable to process efficiently any foreign matter **INCLUSIVE** of nappies, so please use the bin and bags for such. We thank you for assisting with this issue.

## **SMOKING**

Smoking indoors is **STRICTLY** forbidden in all our dwellings - without exception.

It should be noted – smoking regulations are applicable to a 10-meter radius of all public / common areas.

Please be mindful of those locations signed as such throughout our park.

## **LAUNDRY**

If your accommodation is without a small laundry, there are coin operated **WASHING MACHINES** located at the ablution blocks on level 1,2,3 & 4. We also have coin operated **DRYERS** located at the ablution blocks on levels 2 & 4.

## **EXCESSIVE NOISE**

To enjoy the serenity of the Howqua Valley and our property, we ask you to adhere to **“Quite Time” from 10pm – 9am**. Please be mindful of others during quiet time as the noise does carry throughout the park.

If you experience a disturbance, please advise the office so we can deal with it promptly. Happy to take a telephone call in the middle of the night, but would prefer notice of such first thing the following morning.  
*Please advise your location and where the disturbance is coming from.*

## **ACCOMMODATION**

Great images of our dwellings and our other park facilities can be found on our **FACE BOOK** page **Howqua Valley Resort** OR try our website [www.howquavalleyresort.com.au](http://www.howquavalleyresort.com.au)

### **Cabins & Cottages**

Across nine (8) rental dwellings we can accommodate 49 people in our cabins and cottages. These dwellings range from a Studio to a 3 bedroom Spa Cottage. Most are two bedroom, all have private bathrooms, very comfortable lounging and bedding, modern facilities, outdoor settings, a decking area and a BBQ.

### **Camping**

Located on Level two (2) we have eight (8) designated caravan sites which are flat and levelled with direct access to power and water, opposite an ablution block with laundry facilities.

### **Glamping**

The outlook and location of our unpowered camping area (suitable for all campers) is at the Lakes edge / foreshore and is adjacent to the CAMP KITCHEN, Ablution Block and Concrete Boat Ramp. Perfect for camp fires and leaving your boat moored overnight. This area has a few powered sites which are reasonably level and most suitable for vans & RV's.

### **LTHS (Annual Site Holders)**

There are currently 105 Long Term Holiday Sites (LTHS) in our park which are spread over approximately 10 acres and five levels. Occupants are offered an opportunity each year to occupy the site with their personal dwellings from July - June.

From time to time we have a few available for sale, so if you're interested in enjoying our park grounds and facilities on a more regular basis, please refer to the enclosed "Vans For Sale" listing or seek further information from our office.

You can also check this listing on our face book page "**HOWQUA VALLEY RESORT**"

OR our website [www.howquavalleyresort.com.au](http://www.howquavalleyresort.com.au)

### **CAMP / OUTDOOR FIRES**

Yes, camp fires may be lit most times of the year in the designated **CAMPING AREA/SITES ONLY**, however, please check with the park owner/s **prior** to lighting. **BYO pits are not permitted**

All park occupants **MUST** adhere to the fire restrictions as set by the park owner/s.

During summer and other relevant fire restriction periods, CFA notices and Park instructions on such will be located at the shop door and from time to time on A frame at various park entry points.

You can also check our face book page "**HOWQUA VALLEY RESORT**" for the latest information.

We have a limited number of "**FIRE PITS FOR HIRE**". We recommend you pre-book. Fire wood can be purchased from our general store.

Fire pits **MUST** be elevated off the ground at ALL times - *This does not mean on your decking area!*

Wood by the bag (hardwood) or bin (Redgum or Ash) can be purchased from the General Store.

### **GENERAL STORE**

We open each day of the week at 9.00am and aim to close at 5.00pm over the winter months, with extended hours over the summer months.

However, from time to time and depending on demand\* we often work / trade well beyond that stated.

### **CAFE – INDOOR & OUTDOOR DINING**

We make the BEST hamburgers in the hills, we serve Fish & Chips and delicious Bakery items and toasted sandwiches etc..

Everything is prepared or cooked FRESH upon ordering... COFFEE freshly brewed.

### **BOTTLE SHOP**

We have a full-sized bottle shop at prices you will love – you really will be amazed! We have a great selection of COLD Beer, Wine, Champagne, Pre-mix drinks and a huge selection of Spirits and Red Wine.

Hours set per our liquor licence (which can be found at its entrance) and in conjunction with the General Store trading hours.

### DVD Hire

We have a great selection of DVDs that you can hire for a gold coin donation to the Jamieson Wildlife Rescuer or CFA.

### FUNCTION ROOM

WOW a room with an AWESOME view!! To be enjoyed all year round.

Offering SPECTACULAR views you can lounge or sit and gaze onto the beautiful Howqua Valley.

You're also very welcome to purchase packaged liquor from our bottle shop and consume it in this area. If you need a glass to enjoy such a beverage - just ask us.

### **Our park and its facilities are enjoyed by many for many reasons:-**

- Scenic Photography / Art Classes
- Fishing & Boating Groups
- Cycling Events & Group Meetings
- 4x4 Clubs / Dirt Bike Riders
- All manner of motoring enthusiasts incl; Rod Clubs, 4x4 Groups, Harley Riders etc..

### SPORTING ACTIVITIES

We have several outdoor sporting activities in our park that you can enjoy. We lend out the necessary equipment you will need to enjoy some of these. Please see our office staff for assistance.

*\* Some activities incur extra charges*

- **Volleyball** is located on Level 2 next to the Children's playground
- Our **Bocce** field is located at the roundabout near the boat ramp sites
- The **Swimming Pool** is located at the Boom Gate entrance of the park
- **Mini Golf\*** is located next to the Swimming Pool
- **Fishing\*** - tackle and bait sold in the general store
- Single and Double **Kayaks\*** inclusive of safety vest and paddles etc..
- **Stand up Paddle Boards\*** inclusive of safety vest and paddle etc..

### GAZEBO

Located on level 2 – we have a huge gazebo with a fire pit and outdoor dining tables to enjoy.

### MINI GOLF

This amazing 9 Hole "High Country" themed course, is an absolute "Must Do" whilst your here. Clubs to suit all ages/sizes, balls and score cards are available at the office. Only \$8.00 per player

### SWIMMING POOL

We pride ourselves on making this area most enjoyable for you. Open 9.00am – 7.00pm every day, unless signed otherwise. Access will require using your Boom Gate slide/key.

Food and drinks may be consumed in this area, however **PLEASE** do place all rubbish in the bins provided. Strictly **NO GLASS** or **SMOKING** is permitted in this area.

Please familiarize yourself with the user "rules" on the entrance gate.

### INDOOR ACTIVITIES

We have a Snooker/Pool\* table and an Air Hockey table located in our function Room for your enjoyment.

*\* \$1 and \$2 coins ONLY.*

We lend out the necessary equipment you will need to enjoy these activities, unless coin operated. Please see our office staff for assistance.

### **CONCRETE BOAT RAMP**

For your safety, please follow the instructions of all signage erected.

Please also DO NOT drive off the edge of the ramp at any time and ensure you park your car and/or trailer in the nominated parking area.

### **CHILDRENS PLAYGROUND**

The children's playground is located on level 2.

We take a great deal of time to ensure the play equipment is clean and safe for children to use and enjoy, please do address any concerns you have regarding the equipment or its surrounds at any time during your stay. *If we are not informed, we may not know to address it.*

### **BBQ**

Each of our rental dwellings are provided with a gas BBQ to enjoy the great outdoors. There is also a communal BBQ at our gazebo on level 2 and at the Camp Kitchen. *Please clean after use.*

For your safety, PLEASE **TURN OFF the gas** after each use.

### **SECURITY / PERSONAL INFORMATION AND PROPERTY**

All personally identifying information that you provided upon check in, will only be used by Howqua Valley Resort for the purpose of your booking. We will not sell, trade, share or license the information you provide to any other entity and should we be required to use your information to seek compensation as outlined in cancellations / Refunds / Damages above, we will notify you immediately.

No responsibility will be taken by Howqua Valley Resort for guests' possessions left at the property. Upon which if such item/s are in need of return to the owner, we will be happy to facilitate at the owners cost.

### **INDEMNITY**

The park patron, guest and or visitor; uses and occupies the services and facilities and or premises at his/her own risk; and indemnifies the park owner / staff and management against any liability, which may attach to the owner as a result of injury or loss being personal or proprietary suffered by any person where any injury damage or loss has been contributed to or caused by any act or occasion of the patron, guest and or visitor.

### **DISCLAIMER**

Howqua Valley Holiday Park does not accept liability in contract or tort for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, extreme weather, acts of God, acts of Government or of any other authorities, accidents, theft to or failure of machinery or equipment or industrial action. For the avoidance of doubt, the Cancellation Policy applies to cancellations by reason directly or indirectly related to events which are beyond our control including warnings issued by any authority.

*Thank you for your understanding on these conditions when staying with us.*

