

Guest Information

Welcome – please enjoy your stay

Arrival & departure: check-in is from 2pm. Check-out is at 10am.

Bicycles/scooters/rollerblades/go-karts: to be used during daylight hours only. Please observe all road rules including wearing of helmets and necessary protective gear.

Children: for the safety of all guests, we require all minors to be at their registered accommodation/site by 10pm. Adults/parents are responsible for all minors in their care. Children are to be supervised at all times.

Dump point: see park map for location. Please do not empty your waste into any amenity blocks.

Fires: are not permitted at any time. If you wish to have the central fire pit or the BBQ Camp Kitchen fire lit, please request at reception. Fire restrictions apply.

Keys & fobs: must be returned to receptions upon departure. Keys that are lost incur an approximate \$300 replacement fee. Keys that are damaged incur a \$30 replacement fee. Fobs that are lost or damaged incur a \$30 replacement fee.

Noise: please be respectful of others within the park by restricting noise from television, music, social gatherings between the hours of 10pm – 7am.

Property damage: in the event of guests causing damage to accommodation or any part of the fittings and furniture, same shall be repaired to the satisfaction of the owner and charged to your credit card. An additional cleaning fee will be charged where cabins are left in an inappropriately dirty condition

Rubbish & recycling: all plastics, glass and cans to be placed in the yellow/green tin recycle bins. All other rubbish to be placed in the green wheelie bins. Rubbish must be contained securely in a bag prior to putting in the bins.

Security: while park management do their best to ensure a safe and secure environment, we strongly advise guests to take the precaution of securing their items when unattended. Park management takes no responsibility for lost, stolen or damaged property. Guests are responsible for insuring their own personal belongings.

Smoking: is not permitted at any time in any accommodation or public building. It is against the law to smoke within 10 metres of the playground, swimming pool and BBQ facilities. If smoke is detected in your cabin or amenities, an additional cleaning charge of up to \$300 will be processed onto your credit card.

Speed limit: is strictly 10kph/walking pace. Pedestrians have right of way. Park roadways are shared with children.

Swimming pool: use of the swimming pool and associated facilities may result in serious injury. Flips, somersaults and inverted manoeuvres into the water are dangerous and prohibited. Other risks include slips, trips, falls, running on wet surfaces and not providing adequate supervision of children.

Vehicles: one vehicle per site. Any additional vehicles must be left in the visitor carpark or nearby. Washing of vehicles or caravans is not permitted on park grounds except with a bucket using bore water only. Parking is not permitted on the grass

Visitors & extra guests: must register upon arrival to the reception. If day visitors wish to use the park facilities, at managers discretion, a \$5 per person fee is payable at time of registration. If extra guests are found to be staying overnight without prior arrangement, a \$50 per person charge will be processed onto your credit card. Parks guests are responsible for their guests. Both may be asked to leave if they cause disturbance to other guests.

WIFI: free WIFI is available to guests.
The password for MOAMA RIVERSIDE is 0354823241

~ Eohaca Moama ~
RIVERSIDE
For after-hours emergency only, please call
**0482 785 743 or 000 in cases relating to fire,
police or ambulance.**
Our local police number is **03 5482 0099.**

Please be considerate of others guests and refrain from the following while in the park:

No swearing, illegal drug use, no excessive use of alcohol, no undue mess around accommodation or site, no unregistered overnight or day guests, no undue noise, no acts of violence or abuse, no smoking in accommodation, no unregistered vehicles and no driving lessons to be conducted in the 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 on our website and your booking confirmation.

Please note: any caravan/campervan leads connected to our power outlets must be 15amp tested and tagged. No double adapters allowed. Plastic covers, carpets or mats outside tents or caravans are not permitted on any lawn area. Eco-friendly matting is permitted.

(03) 5482 3241

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