



Crystal Brook Tourist Park

182 Heidelberg - Warrandyte Road, Doncaster East, VIC 3109
 03 8877 1601 info@crystalbrooktp.com.au
 crystalbrooktp.com.au



Crystal Brook
 Tourist Park

Guest Information - Park Rules

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

ALCOHOL: Consumption of alcohol is permitted only in cabins and the alfresco dining & BBQ area. It is not permitted in the games room, swimming pool, laundry, other shared buildings or public spaces.

BICYCLES: Bicycles may only be ridden on roadways and during daylight hours. Helmets must be worn at all times. Please adhere to the posted speed limit.

CHECK IN/OUT: Check in is from 2.00 pm and check out is prior to 10.00 am. Late check out or early check in is on a request basis only. We will try our best to accommodate this, however it is not always possible. Fees may apply.

CHILDREN: All children under 15 years of age must be supervised by an adult at all times, especially in the BBQ area, games room, laundry and pool areas. People under 18 years of age cannot make a reservation or stay in the park without parents present.

CLEANING: All cabins and sites are to be left clean and tidy upon your departure. Please assist by placing rubbish in bags and bins provided and by washing, drying and putting away any dishes used. And additional cleaning fee from \$250 will apply if excessive cleaning is required after your departure, or if pets have been present in non-pet friendly cabins.

DAMAGES: Fees from \$250 will apply for any damage caused to park cabins, sites or other infrastructure by guests during their stay.

DEPARTURE: On departure, please remember to return your cabin key to reception, or deposit it in the key return box near the boom gate exit.

EMERGENCY: For afterhours assistance, please call 0499 119 192. In case of fire or other emergency, call 000 first.

ELECTRIC CARS: 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.

ENTRY TO PARK: We reserve the right to refuse entry into the Park by any guest or their visitors. A full refund will not be issued under these circumstances.

FIRES AND GENERATORS: No fires or generators are permitted during your stay.

GARBAGE: All garbage is to be wrapped before placing in rubbish bins, We do not have recycling bins in the park.

LAUNDRY: Hours of operation are from 8.00 am and power to the machines will be shut off at 10.30pm. If you need coins for the machines, please see reception.

NOISE: All noise is to cease by 10.00 pm. Quiet time is between 10.00 pm and 8.00 am.

OFFENSIVE BEHAVIOUR: Offensive behaviour, bad language and rowdy parties will not be tolerated. Management reserves the right to evict any persons if their behaviour is disruptive or offensive to other park patrons. A full refund will not be issued under these circumstances.

OFFICE HOURS: Reception is open 9.00 am till 6.00pm, 7 days per week

PARKING: Each cabin and site has parking for 1 vehicle only. There is extra parking for guests and their visitors at the front of the park.

PET FRIENDLY: Crystal Brook Tourist Park allows pets on sites and in our designated pet friendly cabins - conditions apply. A signed pet waiver and supply of credit card number as a guarantee in case of any damages is required at time of check in. This card will be charged on departure if there are any damages, or if excess cleaning is required. Pets are allowed only on sites and in our designated Pet Friendly cabins. Visitor's pets are not allowed in the park. Pets are not to be left tied up or unattended in the park at any time.

PROMOTIONS/ MEMBERSHIPS: Only one (1) promotion/membership offer can be redeemed on any one booking.

REFUNDS: No refunds are given for early departures or cancellations once you have arrived.

SMOKING IS NOT ALLOWED: in cabins, games room, laundry or any other buildings. Smoking in cabins will incur a cleaning fee of \$250. As of 1 April 2014, it is against the law to smoke within 10 metres of the children's playground, swimming pool and alfresco dining and BBQ area.

SPEED LIMIT: Within the park, the speed limit is 10km per hour. Please observe our slow speed limits as our roads are shared with pedestrians and we have plenty of children playing in the park.

TREES: The trees in the park are inspected regularly, however branches are still prone to fall from time to time. No responsibility will be accepted for personal or property damage caused by falling trees or branches. Persons entering the park do so at their own risk.

VISITORS: Our facilities are for checked in guests. If you have any visitors using our facilities throughout your stay, they are required to sign in at reception. Visitors are to vacate the park by 10.00pm.

WASHING OF CARS/ VANS/ BOATS: Washing of cars, boats, caravans or motorhomes and similar is not permitted in the park. For a list of local car wash locations please see reception.

PLEASE NOTE: Any serious or repeated infringements of the above Park Rules and Terms & Conditions of entry to the park may result in your stay being cancelled and a requirement to vacate the premises without a refund. This includes group bookings.

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.
- 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.

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