

Rules & Policies

All patrons are requested to read and observe the following park rules & conditions. Some rules may have recently changed, please see the website for the most up to date version of the park rules.

eildonriversideholidaypark.com.au

Park Rules & Policies

Check in + check out

Check in at 2pm & Check out at 10am.

Late check out of 4pm when available on sites for \$15 fee.

Should your travel arrangements be inconvenienced by these times, contact management to make alternative arrangements.

Fees, entry and exit

Please ensure that all fees are paid in advance. All fees are calculated to 10am on the departure date. Strictly no refunds or cancellations after check in.

A valid boom gate pin number will be issued upon check in for ONE vehicle only, this pin number will expire at 10am on the date of departure unless prior arrangements are made for a later check out.

Do not tailgate on entry or exit, by not entering your pin number you will not be able to enter or exit the next time. Damage may be caused to your vehicle if you tailgate.

Ensure all visitors register at reception & pay any fees on arrival. If reception is closed their visitors shall register as soon as possible after reception re-opens.

General

WALKING PACE for cars & bikes within the bounds of the property.

One vehicle per site.

Bikes & roller blades may be ridden ONLY on the roads & at walking pace during daylight hours & helmets must be worn.

Playground area out of bounds after dark.

All wastewater outlets must be connected to the gully traps if provided.

Dump Point facilities for emptying van toilets are at the front of the park, next to main residence.

Portable toilet cassettes must NOT be emptied into amenities toilets.

Cleaning of fish, bathing of children, washing feet, clothes, dishes or filling kettles in bathroom hand basins is forbidden.

Sites must be kept clean & free of rubbish, debris & unwanted items at all times.

Chain saws & generators must not be operated within the park.

Reception

Reception is open from 8.30am to 6pm daily for check in & check outs, general enquiries, tourist & local information etc.

Urgent messages will be delivered to your site whenever possible. Calling a person to reception for telephone calls is not possible. Check whiteboard outside office for messages.

Fires

Fires must NOT be lit directly on the ground. They may only be lit in fire bins provided by the park or approved by park management. Please comply with all restrictions & conditions, which may be imposed by the relevant authority or caravan park proprietor during the declared fire danger period.

Fire wood may be brought into the park but it must be cut to size to fit fire bins (approx 400mm lengths) prior to entering the park. Any unused wood must be taken with you on departure.

Noise and behaviour

The peaceful enjoyment of the park & facilities by all patrons is important to us. Please be considerate to your neighbours & restrict noise from radios, televisions & social gatherings after 10pm & before 8.30am.

Children must be supervised at all times to ensure they do not disturb other patrons. Children must be accompanied by an adult when visiting the showers & toilets.

Site occupants will pay the costs of making good or restoring any damage caused by any occupant of the site or any person visiting the park at their invitation.

Rubbish- strictly household RUBBISH ONLY
All household rubbish is to be securely placed in plastic garbage bags and placed in the bins provided at the bin bays situated around the park.

Tree risk

We have many trees in our park that drop branches and debris. Staff are continually pruning to reduce the problem. Major contract pruning is also carried out twice yearly to further reduce the risk. We cannot accept any responsibility what so ever for personal injury or damage to personal property from falling branches or debris.

Security

Park management use their best endeavours to ensure a safe and secure environment at the park, however it is highly recommended that you take the precaution of securing all items of value in & around your van and vehicle.

Recreation facilities

Do not run, jump or dive into the swimming pool or bring alcohol, glass or animals into the swimming pool area.

Children under the age of 12 years of age must be supervised by an adult at all time.

Do not play ball games or ride bicycles around or in the amenities blocks, recreation room or sites.

Parents must maintain sufficient supervision of children in their control, so as to ensure that the children do not cause a nuisance or inconvenience to other occupants of the park.

Pet Friendly

Bluegums Riverside Holiday Park is a 'Pet Friendly' caravan park & allows dogs all year round and offers multiple accommodation options available to book so you can bring your favourite pet with you for your next stay.

To ensure that you enjoy your stay with all of our other guests, we must ensure that all dog owners take full responsibility for their pet and ensure they do not disturb other guests when on the property.

Please read the information below to ensure you and your dog can meet the following conditions.

All dogs must be approved at the discretion of the management prior to being brought to the park, please contact the park in advance of arrival.

There is a limit to 2 dogs per booking & are only permitted on unpowered, powered & ensuite camping sites.

Please enquire with the Park prior to making your booking to ensure our Pet Friendly cabin is available.

Dogs are not permitted in the Pet Friendly cabin, only the adjacent dog pen. Bookings in our Pet Friendly cabin may incur a \$20 (min) cleaning surcharge.

Dogs must be supervised at all times and never left unattended, including inside tents, vans, designated pet friendly cabins or any other accommodation.

When in the park, dogs must be kept on a leash & under your control at all times.

Dogs are not permitted in cabins or in any communal areas (e.g. camp kitchen, amenities block, etc.).

Owners are responsible for cleaning up after your pet which includes toilet duties too!

For health & safety reasons, dogs must not be washed or cleaned anywhere within the park. Additionally, any dog related accessories such as dog blankets should not be washed or cleaned within the park e.g. Laundry washing machines, bathing dogs, etc.

All dog owners, whether you have expressly agreed or not, assume all liability regarding your dog being on our premises & indemnify us against all & any damages, all or any claims or other suits that may arise as a result of your dog being anywhere in our caravan park.

Park Management reserves the right to evict and withhold any refunds from guests whose dog is deemed noisy, disruptive, & aggressive, or is the subject of a complaint/s from other guests.

Emergency contacts

Police/Ambulance/Fire	000
Hospital	5772 0900
Medical Centre	5774 2996
Road-side Assistq	131 111
Park Office	5774 2567



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