



CARAVAN & CAMPING SITE RULES

NUMBER OF GUESTS

1. Site bookings include two people. At least one adult must be in each group. Extra adults and children are an additional cost. Maximum of four adults per site.
2. 1 BDR cabin bookings include two persons.
3. 2 BDR cabin bookings include 4 persons.
4. Extra adults and children will incur a fee.
5. Children to be in care of an adult in amenities. Supervise AT ALL OTHER TIMES.

EMERGENCY CONTACT

6. In an emergency call 000.
7. After Hours disturbance call 0419 344 325.

CHECK OUT

8. Check out is at 10am on the day of departure.
9. Late check out is, subject to availability and Park approval - a fee may apply.

BOOM GATES

1. Entry & Exit to the caravan park requires a pin code
2. Only enter/exit once the boom gate is fully opened
3. Each vehicle must activate the boom gate from a fully closed position
4. Must not provide their remote/pin code to another person

VEHICLE ON SITE

5. Only one vehicle permitted per site/cabin
6. No unregistered vehicles permitted.
7. Extra vehicle permitted subject to availability. Charges apply.
8. Visitor car parking is strictly for visitors only.

CAMP FIRES

9. No charcoal BBQ's or open fires allowed at sites or cabins.
10. Fires will be extinguished at 10 pm.
11. No Fires on nominated high fire danger days.

CAMP KITCHEN

12. Clean up after yourselves.
13. Food in fridge must be labelled with Name, Site & Date.
14. REMOVE YOUR ITEMS ON DEPARTURE
15. No personal cooking facilities to be used in camp kitchen.
16. Camp kitchen closes 10.00pm

ELECTRIC SCOOTERS / BIKES

- 17. Helmets must be worn.
- 18. Scooters / bikes can only be charged at E-Bike charging station.
- 19. No charging at sites or cabins.

ELECTRIC VEHICLES

- 20. Cannot be charged in the park.

PARK QUIET TIME

- 21. Noise restrictions apply from 10 pm to 8 am.

SMOKING / VAPING POLICY

- 22. All buildings at Lilydale Pine Hill are non-smoking.
- 23. It is prohibited to smoke within 10m of any public buildings or children's play area.
- 24. Anyone in breach of this condition will be required to leave the area.
- 25. Please do not drop butts in park grounds. Use receptacles provided or bins.

PETS

- 26. Pets are allowed on **sites ONLY**.
- 27. No pets allowed in cabin accommodation unless designated **PET FRIENDLY**.
- 28. Must be on a leash – do not leave unattended
- 29. No pets allowed in enclosed public areas
- 30. Guest 100% responsible to "pick up" after pet
- 31. Guests whose pet/s are noisy, disruptive, and aggressive may be asked to vacate
- 32. May only be washed at pet wash
- 33. Park washing machines not to be used for pet laundry
- 34. Pet owners responsible, and will be held to be so, for any/all personal injuries and/or all damage/loss in relation to any action caused by or because of your pet. A \$100 cleaning fee will be charged to credit card on file if this has proven to be the case

GAMES ROOM

- 35. Open 8 am to 10 pm. Supervise young children at all times.

RECYCLING

- 36. Recycle bins are located around the park. Please recycle appropriately.

RUBBISH

- 37. All rubbish must be wrapped and placed in bins for collection.

DUMP POINT

- 38. Chemical toilets must be emptied at DUMP POINT.
- 39. Do not dispose of canisters in amenities
- 40. No offensive water or liquid to be discharged on sites.

SPEED LIMIT

- 41. The speed limit is strictly walking pace.

VISITORS

- 42. All visitors must report to the office on arrival.
- 43. Park guests are responsible for their visitors at all times.
- 44. Visitor parking is available at entrance to Park.
- 45. Visitors must depart the park by 10 pm. Late stay fees apply.

ALCOHOL & ILLICIT DRUGS

- 46. Open alcohol is only permitted at guest site, cabin or common areas
- 47. Open alcohol is not permitted whilst moving around the park.

CLEANING AND DAMAGE

- 48. Cabins/Sites must be left in tidy and clear of rubbish.
- 49. Cabins left excessively dirty, dishes unwashed or there is damage to the cabin, a fee of \$50/hr will be charged.
- 50. Cabins are non-smoking. If guests have been found to have smoked in the cabins, a fee of \$50/hr will be charged for cleaning. A fee of 1 night tariff will apply if cabin is unable to be booked due to the smell.
- 51. By using a credit card to secure a booking you are giving authority to Lilydale Pine Hill Caravan Park to charge for any damage, smoking within accommodation including excessive cleaning, etc.

BEHAVIOUR

- 52. Any offensive, physical or verbal abuse or aggressive behaviour towards other guests or staff will not be tolerated.
- 53. Your booking will be immediately terminated and you will be asked to leave without a refund.
- 54. The Lilydale Pine Hill Caravan Park has a "ZERO" tolerance for this behaviour.