

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.

lakehumentouristpark.com.au

Park Rules & Policies

Office Hours: 8:30am-5:30pm daily,
however these may vary in busy periods

Arrival and departure

Check-in time:
Sites 12:00pm Cabins 2:00pm
Check-out time:
Sites & Cabin 10:00am

Cabins or sites

Unfortunately we cannot guarantee particular numbered sites or cabins.

Arrival and departure

All accommodation tariffs are to be paid in advance and are not refundable after check-in. If you require a earlier check-in or late check-out please speak to our Customer Reservations Team. Unfortunately we cannot guarantee particular numbered accommodation during booking or on check-in.

Your site

Please keep your cabin or site clean and tidy and use the facilities provided for drying clothes and rubbish disposal. Everyone appreciates a well kept site, so please remember that we do not allow trenches to be dug in the park, under no circumstances.

Children

Children (12 years of age and younger) must be accompanied and supervised by an adult when visiting the showers, toilets, playground and swimming pool areas.

New arrivals

New arrivals and guests must report at the office before entry to the park. Guests are responsible for their visitors behaviour. Visitors vehicles to be left outside the park. Please ensure all visitors have vacated the park by 10pm unless they have been allocated a booking with our Customer Reservations Team.

Vehicles

We permit a maximum one vehicle plus a van, boat, or trailer per site / cabin. Vehicles must be parked on your site unless directed by the Customer Reservations Team.

Speed limit

In the interest of safety, the speed limit throughout the park is WALKING PACE only, not exceeding 8kph.

Bicycles, scooters and skateboards

We consider ourselves as a family friendly park where bicycles, scooters and skateboards are permitted. However, it is essential that safety equipment is worn at all times and not to be ridden after dusk or in communal areas. No trail, quad or mini bikes are permitted within the park.

Swimming Pool

Alcohol, glass and pets are prohibited in the swimming pool and surrounding area. The use of the swimming pool and surrounding area is prohibited after dusk.

Amenities Showers

Please be patient when using the showers in the amenities blocks. The water can sometimes take a short moment to heat up.

Petrol / gas

Storage is strictly forbidden in the park.

Noise and behaviour

In the interest of all guests enjoying their stay, we ask that excessive noise is ceased by 10pm. Music and TV's should not be audible to adjoining sites. Parents are responsible for ensuring their children do not disturb the peace and quiet of other park guests. Offensive behaviour or rowdy parties will not be tolerated and will result in the offenders being evicted from the park. Excessive use of alcohol is an unacceptable condition of your stay.

Fires and open flames

Open fires are only permitted in a fire vessel at camping sites only, with a minimum clearance of 200mm off the ground. Definitely no fires on the ground. Strictly no fires in and around cabins. Fire restrictions may apply. No fires or open flames are permitted during Total Fire Ban days.

Smoking

No smoking is permitted inside caravan park buildings and enclosed public areas. Please dispose of cigarette butts appropriately.

Property

Any person found to be damaging park property or that of other guests will be evicted from the park and will be held responsible for repair costs. Additional cleaning costs are applicable if cabins are not left in a clean and tidy state when you check-out.

Linen

Linen is provided on at least the main bed. Additional linen can be hired for a small fee per bed and is subject to availability. Please speak to our Customer Reservations Team in relation to your needs.

Trees and landscaping

Removal or damage to trees, shrubbery or park grounds is strictly prohibited.

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.

General

Prices, rules and policies are subject to change without notice. Park Management reserves the right to evict any person who fails to obey the park rules. Eviction from the park will result in forfeiture of all monies paid. Designated paths and roads are to be used at all times when walking around the park.

Boomgates

Misuse of the boom gates including tailgating, sharing your boom gate pin or allowing other vehicles other than your own, into the park will result in eviction from the park. No refund will apply.

Pet Friendly Policy

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 & 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.

A maximum of only two (2) dogs are permitted per booking.

Dogs are permitted on all unpowered & powered camping sites at the park, & in our designated pet friendly cabins.

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

Bookings in our pet friendly cabin will incur a \$20 (min) cleaning surcharge.

Dogs must be supervised at all times & 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 and under your control at all times.

Dogs are not permitted in cabins (excl. designated pet friendly 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
Police Assistance	131 444
Hospital	6058 4444
Medical Centre	6024 3588
RACV	131 111
Park Office	6049 8100



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