

Guest Information & Park Rules



Office (02) 4472 4224

Thank you for visiting Clyde View Holiday Park (CVHP). We hope you enjoy your stay. The following information is provided for the safety of everyone to fully enjoy their experience here.

Park Management & Security oversees these rules which are form part of Conditions of Entry & can direct any person within the Park boundary to leave if they or their visitor, refuses to comply with these Park Rules or other Conditions of Entry, causes nuisance or interferes with the quiet enjoyment of other CVHP guests. Please familiarize yourself with the Park Rules & direct any inquiries to Park Management or the after-hours Security.

More information is available in the Villa compendiums.

Reception

Open daily from 9am to 5pm Sun to Thurs & Fri 9am to 7pm. Times can vary without notice. Off season, the office will close earlier.

Check in & Check Out

Check-in is after 2pm. **Check-Out is 10am.** If a late check out is required, please check availability with the office. Fees apply.

Keys

Lost or non-returned keys are charged at \$100 each.

Security

We have security available year-round. A nightwatchman is available outside of office hours for emergencies. If the office is unattended ring the buzzer & wait until answered. Speak loudly into the speaker OR ring 02 44724224 & follow the prompts. For Police emergency ring 000. Do NOT leave any items outside unattended & lock your possessions up & your vehicle. CVHP will not take any responsibility for lost, damaged or stolen items.

Amenities

Children 10 years & under MUST always be supervised by an adult. Children are NOT permitted to play in or around the amenities block at any time. Cleaning times vary. During busy times additional cleaning may occur. No wet suits are to be worn or washed in the showers. Please clean showers after use, using items provided for next guest & for your own safety.

BBQ's

BBQ's are available in the amenities block. \$1 coins required. Please leave clean for next guest. NO fires permitted anywhere in the Park.

Bikes, Scooters & Skateboards

It is a condition of riding a bike, scooter, skateboard or using other such devices that helmets be always worn within the Park no matter the age. No riding is permitted around the amenities block or boomgate area. All bikes, scooters & alike must be locked away securely. CVHP take no responsibility & accepts no liability for any injury or damages caused whilst in the Park.

Cleaning

Villas must be left in acceptable order, washing up done, rubbish removed and not damaged before return of a security deposit. Charges will apply otherwise.

Laundry

Laundry facilities are in the amenities block. Washers, dryers, & iron take \$1 coins. Clothes lines are provided outside the laundry.

Parking

ONE vehicle only is allowed per site. All other vehicles must park at own risk in the visitors car park which is on a first in basis. Do not park outside of your allocated parking space at ANYTIME.

NO Pets Policy

NO pets allowed in the Park at any time. This includes but is not limited to dogs, cats, birds, snakes, etc.

Pool

Pool hours are when the office is open. Times vary however generally it is open 7 days a week. Check with the office daily for today's time. Everyone MUST observe & obey all signs. All children 10 years & under MUST be supervised by an adult. Pool is only available to residents & paying guests only.

Quiet Time

Guest are required to respect our **10pm noise curfew** so everyone has an enjoyable time. *The curfew is 12.30pm on New Year's Eve.* Excessive noise will not be tolerated. You may be asked to leave the Park immediately, consequently NO REFUNDS will be given.

Refund Policy

NO REFUNDS are provided after check-in. Refer to your booking confirmation or registration form for details.

Rubbish

A recycling & rubbish station is located near the entrance to the Park. Please no bait, prawns, or fish to be placed in the bins. All disposable nappies MUST be wrapped before placing in bins. Small cardboard boxes must be folded. Place rubbish & recycling items in correct bins. Only kitchen waste allowed. No dumping. Fees apply.

Security Deposit

Cash or a preauthorisation deposit is processed against the card on file for each booking. Return of the deposit will depend on an inspection after departure. Rubbish must be removed, washing up done & villas left clean & tidy considering the length of stay. Any damage to villas or our facilities, will be charged.

Smoking

Strictly NO SMOKING in villas or near facilities. If you feel the inclination to smoke in a villa a \$200 fine will be charged for cleaning & deodorising. Please use the balcony & close the door to the villa if you wish to smoke to avoid the fine.

Speed Limit

The limit is **10km** – walking pace. This applies to the entire Park day & night. Always watch out for children and frail people.

Visitors

All visitors MUST register at the office prior to entering the Park & comply with Conditions of Entry & Park Rules. Guests are reminded they are responsible for their visitors at all times.

Water

Everyone must comply with Eurobodalla Shire Council water conservation & or restrictions that are in force. Car & boat washing are prohibited in the Park. Please recycle water when possible.

The following access (pin) number is required to be keyed in at the boomgate when entering & exiting.

This number will give access to ONLY one vehicle.

Pin Number * _____#

PLEASE DO NOT TAILGATE THROUGH BOOMGATE.

CHECK OUT IS STRICTLY 10AM