

# Welcome to Jolly Swagman Accommodation Park

## Park Rules



## Reception

- Reception hours are 7:30am to 6:30pm. Closed Christmas Day. For any urgent assistance outside these hours please call 0477 765 690.
- Check in is 2:00pm and all guests must depart prior to or at 10:00am.
- When rooms are vacated, the room key must be returned to Reception or Key box outside office.
- Lost room keys will incur a replacement fee of \$25 payable by the guest.
- Refunds/Cancellation - Details of our policy are available from reception. Please be aware that we are unable to refund any monies for late arrivals, early departures or in the event of inclement weather.

## Accommodation Areas

- Guests only to occupy rooms.
- Guests are obliged to keep their room in a neat and orderly manner.
- The costs of repair or replacement of any damaged or lost park property, apart from that incurred through normal wear and tear, will incur a fee at guest's expense.
- Damage or loss of property caused wilfully or through negligence may result in accommodation being withdrawn.
- TVs are not to be tampered with. DO NOT remove any leads or plug in any foreign devices. It will damage the TV and network system and a possible fee to the guest for repair.
- Ensure alarm clocks are switched off when vacating rooms.
- Under no circumstances is smoking permitted in accommodation rooms. If a guest has been found to be smoking within the accommodation facilities a cleaning fee of \$200 will be charged to the guest.
- TAMPERING WITH SMOKE DETECTORS IS AN OFFENCE. If the battery may need replacing or if you identify that the smoke detector is not in its usual state, please report this immediately to Reception.
- In the interests of your fellow residents, please refrain from slamming room doors.

## General

- Any issues / complaints / suggestions or maintenance requests are to be directed to reception.
- All rubbish is to be placed in the receptacles provided.
- The Park is not liable for loss or damage to personal belongings and vehicles kept on the premises.
- There is a total fire ban in the Park grounds always.
- Smoking is not permitted in rooms, public areas or in accommodation breezeways. Smoking in designated areas and at end of accommodation blocks is permitted. Please use ashtrays provided.
- The laundry operating hours are from 7:00am to 8:00pm
- Dump Point – See park map for location. Please use our dump point to discard waste matter from – porta loos, motor homes or caravan toilets. Please do not empty these in our amenities blocks.
- Use of any gas cooker or butane cooker is strictly prohibited inside our rooms.
- Noise to be kept to a minimum after 9pm.

*Failure to abide by the above may lead to loss of Accommodation and future accommodation being reviewed.*

