

Penshurst Caravan Park



Features and Utilities

Sites

- 8 powered sites
- 20 unpowered sites

Toilet & Showers

- Male and female facilities
- Disabled access

Laundry

- Coin operated
- Washer and dryer
- Ironing facilities



View of Penshurst
from Mount Rouse

Rules

and Guidelines

These park rules are for your safety and comfort as well as other guests using the park.

Please read them carefully.

Arrival / Departure

Keys are collected and all fees are to be paid in full at the Penshurst Post Office, 31 Martin Street, Penshurst Monday to **Friday 9:00am – 5:00pm**.

For after hours please call the post office to organise access and complete payment.

Sites must be vacated by **12:00pm** on the day of departure.

Site Use and Occupancy

- A maximum of four adults or one family is to be allocated to each site (family as shown on Medicare card).
- A site can have one caravan and annex, one caravan or tent, or two tents per site only.
- Two vehicles are only permitted on your site providing that both vehicles fit within your allocated site.
- You must be over the age of 18 to book a site, unless a parent or guardian is present on site at all times.
- Refusal to remain within your site will lead require payment for the extra site/s used.

No Smoking Areas

All park structures, laundry, amenity blocks, and common areas, are smoke-free zones. This includes e-cigarettes and vaping devices.

Do not smoke within four metres of any building entrance and dispose of cigarette butts correctly.

Penshurst Caravan Park

Rules and Guidelines

Noise Complaints

Privacy and peaceful enjoyment of our park and its facilities by visitors are important to us. Please assist by being considerate to your neighbours and refrain from making loud noises.

Residents are requested not to interfere with the privacy, peace and enjoyment of other occupants of the caravan park.

Please ensure that no noise disturbance occurs between the hours of **10:00pm and 8:00am**.

Antisocial Behavior

Council officers and the local police patrol this park and will act upon complaints of antisocial behaviour.

This includes, but is not limited to, foul language, intimidation or restricting any access to facilities.

Structures

All sites must be completely temporary and able to move within 24 hours notice.

Keys

Keys are to be returned in working order at the conclusion of your stay. Failure to do so will result in an extra charge to cover replacement.

Security

You are solely responsible for your own possessions. Please secure all personal belongings and items.

Speed Limit

The speed limit is 10km/h (walking pace). Your safety is our top priority.

Guests

You are responsible for the behaviour of all people visiting your site. Additional guests must be added to your booking if remaining overnight. All park rules apply to guests.



Booking Length

Bookings can be a maximum of:

- 59 consecutive days or,
- 180 days per year due to the regulations of caravan parks on crown land.

Any exceptions must be applied for in writing.

Refund Policy

Management reserves the right to refuse, cancel or shorten any booking for non-compliance of any park rules. In this instance, no refund will be provided.

Any pre-paid booking cancelled 24 hours prior to your booking start date can be refunded via an application online. This will take 5-10 working days to process.

You will require the recipients name, address, phone number, bank details, receipt and date of payment.

Refunds requested within 24 hours of your booking commencement date will not be accepted. In the event of an emergency, you can request a change of dates.

Bookings affected by a state or park emergency event will be refunded.

Pets and Animals

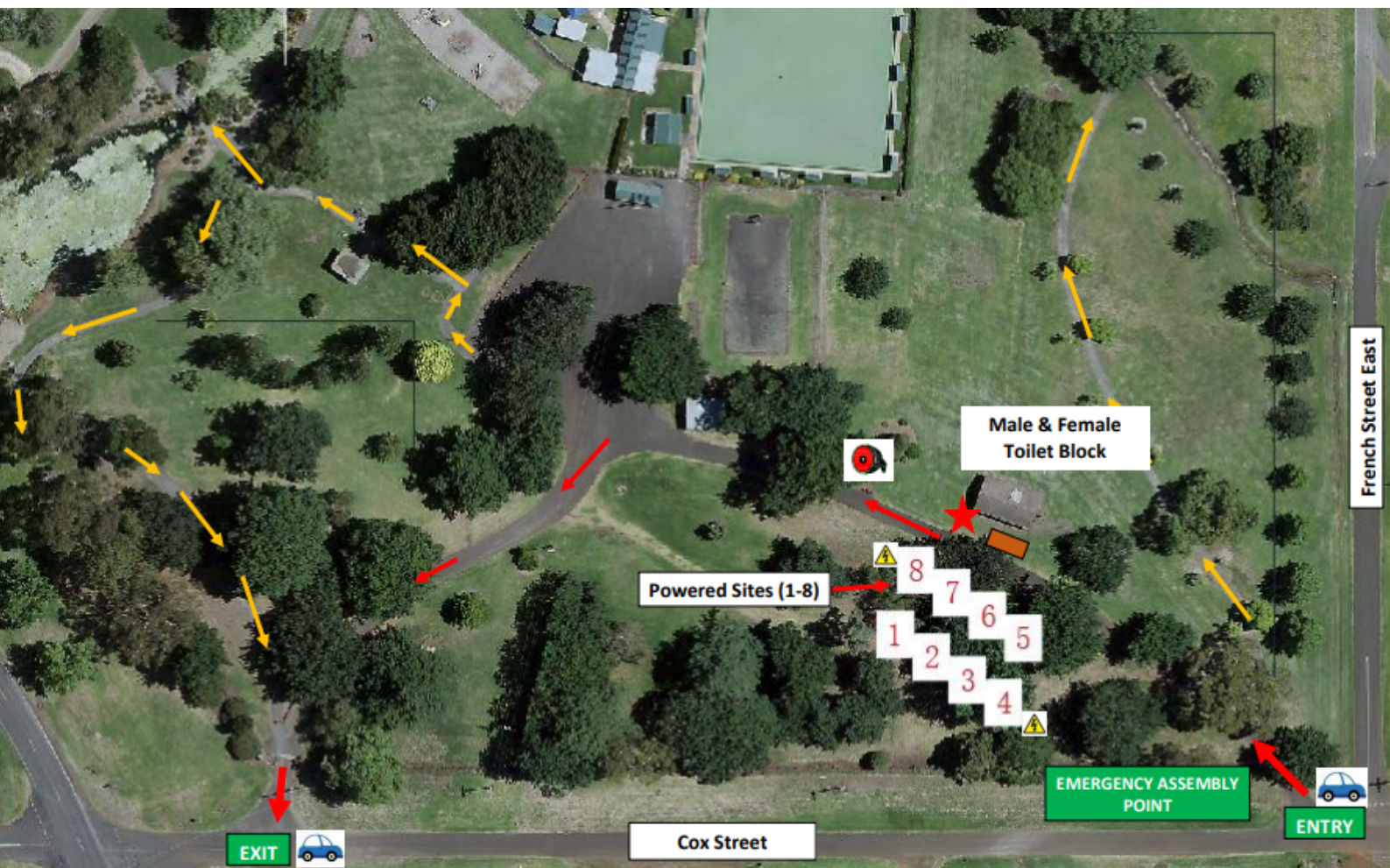
Our parks are limited to two (2) domestic pets per campsite. In accordance with the *Domestic Animals Act 1994*, all dogs and cats over the age of three (3) months are required to be registered and microchipped with their local council.

Requests from other paying guests in relation to your pets' and animals' behaviour need to be respected. Complaints may result in your booking being cancelled without refund.

Special requests for assistance and other animals can be applied for online.

Emergency Information

In the event of an emergency, please proceed to the evacuation gathering point specified as shown on the map below. It is your responsibility to make sure all site guests and children are informed of where the evacuation gathering area is located. The evacuation point is shown on the below map.



Penshurst Caravan Park

Emergency Information

Please follow all directions and instructions given by emergency services.

Please allow them to complete their responsibilities in a respectful manner. Abuse or violence of any form will not be tolerated.



- There are to be no open fires lit in the park. This includes cooking facilities.
- A fire extinguisher, a smoke detector and compliant electrical and gas systems are required for all caravans.
- To connect to the powerhead, all locations need current-tested power leads rated for 15 amps.
- It is your responsibility to be aware of any total fire ban days. During said time, no portable gas cooking equipment may be utilised and all caravans must have their drawbars facing towards the front of the campsite.



Mount Rouse crater lake

Emergency Contacts

Emergency Police, Fire and Ambulance Service
000

Emergency Broadcasters include:

ABC local radio, commercial radio, designated community radio stations and Sky News Television.

Emergency Broadcasters:

Hamilton: ABC Local 94.1 FM; 3HA 981 AM; Mixx 88.9 FM
Warrnambool: ABC Local 1602 AM; Coast 95.3 FM; 3YB 882 AM
Western Victoria: ABC Local 594 AM

Victorian Poisons Information Centre (24 hours)

13 11 26
www.austin.org.au/poisons

Vic SES

1300 842 737
www.ses.vic.gov.au

SES Flood, Storm or Earthquake Emergency Response

132 500

Non-emergency Police Services

131 444

Nurse-on-call Hotline

1300 60 60 24

Southern Grampians Shire Council

5573 0444

Penshurst Post Office

5576 5220

Electricity Authority: Powercor

132 412

Gas Authority: AusNet Services

13 17 99

Wannon Water — Emergencies (24 Hours)

1300 926 668

