

PARK RULES – EFFECTIVE 01/10/2022

This will ensure that you and your fellow occupants obtain the maximum benefit and enjoyment of this holiday park. The rules complement the Residential Tenancies Act 1997 and The Park Rules are to be read in conjunction with the Annual Holiday Site Agreement and form part of that agreement

We want everyone to enjoy their time with us. Please take a moment to familiarise yourself with our facilities and rules so everyone can enjoy their time in beautiful Thornton.

Office hours are between 9.00am and 5.00pm

Late arrivals can be met outside these hours by prior arrangement

1. ANNUALS

1. Annual site fees are payable yearly in advance and are payable on or before the due date. Late payment may attract overdue fees.
2. Annuals are limited to a total of 140 day/nights per year, with a continuous stay limited to 45 day/nights.

2. ELECTRICITY AND PLUMBING

- 2.1 All electrical work on your site is to be at the site occupant's expense and is to be carried out by a registered electrician in accordance with all relevant regulations. Park Management requires a copy of the compliance certificate to be kept on file in office.
- 2.2 Any plumbing work on your site is to be at the site occupant's expense and is to be carried out by a registered plumber in accordance with all relevant regulations, and again Park Management requires a copy of the compliance certificate to be kept on file in office.
- 2.3 Electricity accounts will be forwarded on a quarterly basis and are payable within 14 days of issue. Late payment may attract overdue fees

3. NON-PAYMENT OF ACCOUNTS

- 3.1 In the event of non-payment of accounts the occupant will be responsible for all charges incurred in the recovery of the outstanding amount including any debt collectors' fees.

4. CARAVAN/ANNEX

- 4.1 Only caravans less than 20 years old, approved mobile homes or cabins may be placed on site. Existing caravans are exempt from this requirement provided they are kept to the standard required by the Park Management.
- 4.2 By concreting or building over the pipework or any Park infrastructure, the occupant hereby acknowledges and accepts full costs and responsibility for any labour and works required to repair or maintain the Park infrastructure.
- 4.3 Annexes and structural additions or alterations **must** be constructed in accordance with the current regulations and the provisions of the *Caravan Parks and Moveable Dwellings Act*.
 1. No annexes, structural additions or alterations can be constructed without the prior approval of Park Management. **Unauthorised structures will be required to be dismantled.**

5. VISITORS

- 5.1 Your visitors are welcome in the park at any time. Remember your visitors are your responsibility whilst staying in the Park. **Please ensure that they observe all Park Rules.** All Visitors must sign in at the office.

6. CARPARKING

During wet periods driving or parking on grassed areas is prohibited.

1. One car per site is permitted. Ample street parking is available for additional vehicles.

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7. CARS & BICYCLES

- 7.1 For safety's sake, all cars & bicycles must observe the "**Walking Pace Only**" speed limit which applies throughout the Park.
- 7.2 Drive motor vehicles on the roads only.
- 7.3 No bicycle riding is permitted after dark.

8. PETS

- 1. Pets are permitted by prior agreement - please read & sign the Pet Policy.

9. INSURANCE

- 9.1 It is a requirement of your occupancy that adequate insurance on van, annex, contents, and public liability for your site is current. A copy of your certificate of currency must be provided to the office every year.
- 9.2 Park Management is not responsible for the safety or damage of the van/annex and/or other property or persons on or about your site.
- 9.3 By law, all caravans and mobile homes **must** be fitted with a properly serviced fire extinguisher, fire blanket and smoke alarm.

10. OPEN FIRES

- 10.1 Open fires must comply strictly with CFA Regulations.
- 10.2 Only light fires in designated fireplaces approved by Park Management.
- 3. Ensure that an adult attends all fires at all times.
- 4. The fire must be completely extinguished before leaving it unattended.
- 5. Occupants must comply with any fire restrictions and/or conditions that may apply with respect to fires used for cooking or warmth during a fire danger period.

11. BBQ AREA

- 11.1 The BBQ area is available for use by all guests. Please ensure you leave the area clear of all rubbish and the BBQ left clean for the next person.

12. NOISE

- 12.1 Noise must be kept to a minimum at all times. Neither occupants nor their visitors may do anything that interferes with the privacy, peace or quiet enjoyment of other occupants in the Park Music is to be turned off by 11.00 pm. **Remember, we are in a communal environment and consideration should be given to all occupants.**
- 12.2 **Quiet Time: 11:00pm to 7:00am.**
Excessive noise is defined as anything audible from an adjoining site. Site occupiers in breach of this condition may be evicted immediately without refund

13. RUBBISH

- 13.1 For safety and good hygiene, please use rubbish bin liners and wrap loose garbage before placing it in a park rubbish bin. Please keep garbage bag size and weight to a **manageable level** for occupational health and safety reasons. Management reserves the right to refuse collection of rubbish that does not comply.
- 13.2 Do not use the Caravan Park's garbage disposal facilities for the disposal of anything other than normal household refuse.
- 13.3 When disposing of garden refuse such as leaves, lawn clippings, cuttings etc. please consult Park Management.
- 13.4 Hard rubbish WILL NOT be collected.
If hard rubbish is dumped in any area of the park, a removal fee will be applied to your account.

14. SUPERVISION OF CHILDREN

- 14.1 Parents must supervise their children and ensure that they do not cause a nuisance or inconvenience to other occupants, management or employees of the caravan park.

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14.2 Parents must support any reasonable sanctions imposed by Park Management resulting from improper conduct or use of the Caravan Park facilities by their children.

15. SWIMMING POOL

15.1 Children under 12 years of age **must** be accompanied and supervised by a responsible adult at all times when using the pool.

15.2 There is to be no running, pushing, jumping, diving, or boisterous behaviour in the pool area.

15.3 Do not bring glassware into the pool area, this includes stubbies. Broken Glass means pool closure

15.4 Alcohol is NOT permitted in the pool area.

15.5 Suitable bathing suits must be worn by ALL guests.

15.6 Please ensure you remove all your rubbish and leave the area clean.

15.7 The swimming pool is open from 9.00am to 8.00pm

NOTE - THIS IS AN UNSUPERVISED POOL - NO LIFE GUARD IS PRESENT

16. PLAYGROUND

16.1 Children are to be supervised at all times

16.2 Playground hours are between 9.00am and dusk or 8.00pm during summer.

17. SEWAGE

17.1 Sanitary items and nappies **are not** to be flushed down the toilets. The Park sewerage system cannot cope with such items.

18. BOOM GATE

18.1 The boom gate is for the security of all park users. The operation of the gate is **one car per gate pass**. A \$50 fine will be imposed for tailgating, letting 2 cars in on one card, or any other misuse of the gate system.

19. GENERAL CONDUCT

19.1 Children are not to run/ride between vans.

19.2 Ensure that occupants and their visitors do not behave in a manner that could be:

- a) offensive to other park occupants
- b) a poor example to the children in the park
- c) injurious to the reputation of the Caravan Park

19.3 All staff and guests are to be treated courteously.

19.4 Aggressive, abusive or intimidating behaviour will not be tolerated. Excessive noise, unruly behaviour and bad language will not be tolerated at any time.

20. GRIEVANCES

20.1 Use a private, conciliatory approach to the settling of disputes with other occupants, Park Management or any employee of Park Management.

20.2 Park Management will seek to have disputes settled in a manner acceptable to all concerned but at times will be required to make a judgement with respect to a breach of duty by an occupant. In the case of a nonresident occupier a breach may result in the caravan park owner terminating any agreement to provide accommodation. A breach of duty by a resident will be dealt with in accordance with the relevant provisions of the Residential Tenancies Act

21. FIREARMS

21.1 No firearms are permitted within the Park at any time.

22. TREES

22.1 Our trees are precious and are an integral part of the beauty of the Park, providing shade for you and shelter and food for our magnificent birdlife. Removal of, or damage to trees is strictly prohibited. Any pruning of trees must be authorised by the Park Management.



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23. HOUSEKEEPING

- 23.1** All sites are to be kept clean and tidy with no surplus gear stored under caravans. Any surplus gear must be stored inside a shed or annex. Any wood left on site should be stacked inside garden sheds or in a wood box.
- 23.2** Although Park Management regularly mows your site, it is your responsibility to remove leaf litter from around your caravan site and from your roof. This litter is a fire hazard and detracts from the beauty of the Park.

24. SALE OF DWELLINGS ON SITE

- 24.1** A fee of 2% of the sale price, with a minimum charge of \$500.00, will be charged on all ownership transfers. Before any transfer is authorised payment of this fee is to be paid directly to Thornton Riverbend Holiday Park. If sale is withdrawn at any stage, a \$200.00 fee will be charged.

25. ADDITIONS AND/OR CHANGES TO CONDITIONS OF OCCUPANCY

- 25.1** Park Management reserves the right to make additions and/or changes to the conditions of occupancy from time to time to enhance the general management and order of the Park. In that event Park Management will provide changes and/or additions in writing and such changes and/or additions will apply from the date of written notice given by Park Management.