



CRYSTAL BROOK
TOURIST PARK

182 Heidelberg - Warrandyte Road,
Doncaster East, Victoria 3109

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EMERGENCY EVACUATION PLAN

On hearing the evacuation siren or being verbally directed by manager you are to:

1. Switch off all utilities and appliances within your site.
2. Close all windows and doors.
3. Evacuate to your nearest emergency assembly areas located at visitor's carpark, next to camp kitchen and near caravan storage.
4. Report to manager at assembly area.
5. Remain at assembly area until released by manager.

- Barrier
- Boom Gate
- Staff Only Boundary
- Emergency Assembly Area
- Visitors Car Park/Emergency Assembly Area
- Ensuite
- Caravan Storage
- Playground
- Hydrant
- Hose Reel
- First Aid
- Fire Blanket
- Fire Extinguisher

PICNIC AREA
DOG OFF LEASH AREA



CRYSTAL BROOK TOURIST PARK

PARK RULES & CONDITIONS

IMPORTANT - To ensure your stay is enjoyable please read and observe the following conditions of occupancy.

- ALCOHOL** Consumption is permitted only in cabins and the Alfresco & BBQ area and is not permitted in the Games Room, swimming pool, laundry or other buildings. Please do not walk around the park consuming liquor.
- BICYCLES** Bicycles may only be ridden on roadways and during daylight hours. Helmets must be worn.
- CHECK IN/OUT** Check in is 2.00 pm and check out is 10.00 am. Late check out or early check in may be arranged with reception during office hours and prior to arrival and may incur a fee.
- CHILDREN** All children under 15 years of age must be supervised by an adult, especially in the BBQ, Games Room, laundry and pool areas. People under 18 years of age cannot make a reservation or stay in the park without parents.
- CLEANING** All cabins and sites are to be left clean and tidy upon your departure. Please assist by placing rubbish in bags and bins provided and by washing, drying and putting away any dishes used.
- DEPARTURE** On departure, please remember to hand into reception your gate pass card and cabin key.
- EMERGENCY** After hours contact by bell on front door at Reception door or ring 0498 515 955
- ENTRY TO PARK** We reserve the right to refuse entry into the Park by any guest or their visitors. A full refund may not be issued under these circumstances.
- FIRES OR GENERATORS** No fires or generators are permitted during your stay.
- GARBAGE** All garbage is to be wrapped before placing in rubbish bins as we do not have recycling in the park.
- LAUNDRY** Hours of operation are from 8.00 am and power to the machines will be shut off at 10.30pm.
- NOISE** All noise is to cease by 10.00 pm. Quiet time is between 10.00 pm and 8.00 am.
- OFFENSIVE BEHAVIOUR** Offensive behaviour, bad language or rowdy parties will not be tolerated. Management reserves the right to evict any persons if their behaviour is disruptive or offensive to other park patrons.
- OFFICE HOURS** 8.00 am till 6.00pm, 7 days per week
- PARKING** Each cabin and site has parking for 1 vehicle only. There is extra parking for guests and their visitors at the front of the park.
- PET FRIENDLY** Crystal Brook Tourist Park allows dogs on sites and some designated cabins conditions apply. A signed surety and supply of credit card number is required at time of check in and will be refunded on departure if there have been no incidents with the dog. No pets are allowed in any cabins other than our dedicated pet friendly cabins. Visitor's pets are not allowed in the park.
- PROMOTIONS** Only one (1) promotion/membership offer can be redeemed on any one booking.
- REFUNDS** No refunds are given for early departures or cancellations once arrived.
- SMOKING** IS NOT ALLOWED in cabins, games room, laundry or any other buildings. Smoking in cabins will incur a CLEANING FEE of \$200. As of 1 April 2014, it is against the law to smoke within 10 metres of the children's playground, swimming pool and alfresco dining and BBQ area.
- SPEED LIMIT** Within the park, the speed limit is 5km per hour. Please observe our slow speed limits as we have elderly residents and children playing in the Park.
- TREES** The trees in the park are inspected regularly, however branches are still prone to fall from time to time. No responsibility will be accepted for personal or property damage caused by falling trees or branches. Persons entering the park do so at their own risk.
- VISITORS** Our facilities are for checked in guests. If you have any visitors using our facilities throughout your stay, they are expected to report to reception and pay the appropriate day pass fee. Day fees are \$5 per person or \$20 per family (up to six members). Visitors are to vacate the park by 10.00pm.
- BE ADVISED** Any serious or repeated infringements of the above Park Rules and Terms & Conditions of entry to the park may result in your stay being cancelled and a requirement to vacate the premises WITHOUT A REFUND. This includes group bookings – one in, all in.

WE HOPE YOU ENJOY YOUR STAY WITH US. HAVE A SAFE JOURNEY.