

Hidden Valley Resort & Tourist Park

For any **AFTER HOURS EMERGENCIES ONLY**, please call **8984 2800** or **LOCAL POLICE** on **131 444** or **000**



Please Note: Map not to scale
SPEED LIMIT 10KMS/HOUR

- | | |
|---|--|
| ■ Tropical Villa | ■ Ensuite Powered Site |
| ■ Family Villa | ■ Premium Powered Site - Eco |
| ■ Palm Cabin | ■ Premium Powered Site - Large |
| ■ Rainforest Retreat | ■ Powered Grass Site |
| ■ Special Access Cabin | ■ Powered Grass Site |
| ■ Holiday Unit | ■ Unpowered Site |
| ■ Ensuite Cabin | ■ Unpowered Site - Britz |
| ■ Standard Cabin | ■ Camping Powered Site |
| ■ Pandanus Lodge | |

LEGEND: AMENITIES INTERNET KIOSK LAUNDRY PUBLIC TELEPHONE RUBISH BINS DUMP POINT SPECIAL ACCESS

Guest Information

T 08 8984 2888 F 08 8947 1420 E hiddenvalley@freespiritresorts.com.au



Welcome - Please enjoy your stay!

The wish of management and staff is for all guests to be able to enjoy a safe, happy, friendly and relaxing stay whilst at the park. Be considerate of others and ensure your site and belongings are kept secure and tidy at all times. Please read the following which applies to all guests, residents or invited guests.

AMENITIES: Are situated throughout the park and are open 24 hours for your convenience. All amenities buildings are shown on the reverse side map. All children under 12 years must be accompanied by an adult and be supervised at all times. The use of hair dye is not permitted in our amenity blocks/cabins/ensuites or laundries. Please consider others when using these facilities by leaving them in a neat and tidy condition.

ARRIVAL/CHECK IN: We look forward to welcoming you any time after 2pm on the day of your scheduled arrival.

BBQ AREAS: There are several FREE BBQ areas provided in the park. Please leave area clean after your use. Cooking on BBQ's after 10pm or before 7am is not permitted. Please note that BBQ located at Pandanus Lodge is reserved for use of lodge guests only.

BICYCLES/SCOOTERS/ROLLERBLADES: These are allowed during daylight hours but guests should observe all the road rules including the wearing of helmets and necessary protective gear. CHILDREN MUST BE SUPERVISED AT ALL TIMES. These items are not to be used in the main entrance/exit area and the main street in the park. An in-house licence is needed for all guests to use and enjoy these items within the property. No skateboards or similar items are to be used within the park.

BOOM GATE: Please use your boom gate key for entry into the park and the boom gate will open automatically on exit. These are erected for the safety and security of all guests. Please do not tail through the gate after another vehicle. Failure to comply with this may result in damage to your vehicle and our boom gate. Damage to our boom gate will be the responsibility of the guest.

BUSINESS: We understand that from time to time work may interrupt our guests while on holidays, so to ensure your business needs are met swiftly and efficiently, please visit us in reception for your phone messages/fax/photocopying/mail/internet requirements. Unfortunately messages will not be delivered to guests on site.

CAMP KITCHEN: There is a camp kitchen situated within the park for your convenience. Please leave clean after use. See map for location. Closed from 10pm, however management reserves the right to vary hours without notice. Pandanus Lodge camp kitchen facilities are for lodge guests only.

COIN CHANGE: Available from reception for phone and laundries. (During reception hours).

DEPARTURE/CHECK OUT: All rooms/sites to be vacated by 10am on the day of your departure. Early departures: should you wish to check out before reception opens, please make alternate arrangements the day before. If you would like to extend your stay (depending on availability) - please do so before 10am.

DEPOSIT FOR HIRE EQUIPMENT: Refundable deposits are required for the hire of equipment. Please see reception for more details.

DISHES: Should be washed in the sinks provided in the camp kitchen and BBQ areas. Please do not use the laundry tubs to wash dishes.

DUMP POINT: See park map for location. Please use our dump point to discard of waste matter from - porta loos, motor homes or caravan toilets. Please do not empty these in our amenity blocks or ensuites. Please leave clean after your use.

FIRES: No open fires are to be lit at any time.

GENERATORS: The use of generators is not permitted.

INTERNET: An internet kiosk with WIFI (wireless hotspot) is located in reception. This is a non-smoking area and is open from 8am-6pm (these times may vary during peak periods).

KIOSK: We have a few essential items for sale in our reception, eg: milk, ice, soft drinks.

LAUNDRY: There is a laundry block located in the park. It has coin operated washing machines and driers for your use. The laundry is open 24 hours for your convenience. Please do not erect temporary clothes lines on your site/accommodation, they WILL NOT BE PERMITTED. Ironing boards are located in each laundry. Irons are available for hire from reception. Washing powder is available for purchase from reception. Please note: Private washing machines will attract a fee of \$6 per week.

MAIL: Guests expecting to receive mail during their stay, please address to: Att: Guest Name C/- Hidden Valley Resort & Tourist Park PMB 92 WINNELLIE NT 0822 (please do not address to our GPO Box - this is for admin mail only). Mail is delivered Monday and Thursday. A whiteboard in reception lists guest names who have received mail and needs to be collected from reception.

MESSAGES: Phone messages are listed on the message board in reception.

PARKING: Is allocated for most sites/accommodation (one car space per site/accommodation - 2nd vehicles are subject to management approval). Please park your vehicle in this allotted position and not on the roadways, unless otherwise directed by management. (Boats will only be accepted on site providing they fit and are approved by management). No visitor cars are allowed in the park without consent from management.

PETS: Sorry, no pets allowed.

QUIET TIME: Between 10pm-8am. Please be respectful of the enjoyment of others within the park during this time.

RECEIPTS: Please retain the receipt issued to you on arrival. This validates your length of stay and any bonds/deposits that may be refundable on your departure.

RECEPTION HOURS: 8am-6pm (7 days). These may vary during peak periods. Reduced opening hours may apply for some Public Holidays. Closed Christmas Day.

REFUND/CANCELLATION: Details of our policy is available at reception. Please be aware that we are unable to refund any monies for late arrivals, early departures or in the event of inclement weather.

RESTAURANTS, BARS, CAFÉ'S: Hidden Delights Café (on site) is located beside reception and is open in the dry season only. There are plenty of restaurants/bars/cafes in our area. Please see any one of our friendly staff for our local favourites.

RUBBISH: Can be placed in the large bins positioned throughout the park. Please ensure your rubbish is securely wrapped and placed in bins provided.

SECURITY: Please be wary of security. Lock your cars and your accommodations when you leave them. Management cannot accept responsibility for theft of personal possessions.

SMOKING: Please note that smoking is not permitted in any accommodation or in and around the community areas.

SPECIAL NEEDS: Access friendly shower and toilet facilities are located within the park. See park map for location. Special access accommodation is also available.

SPEED LIMIT: All roads in the park are shared between pedestrian and vehicles. Speed limit 10kms/hour.

SWIMMING POOL: There is a swimming pool for your enjoyment. Remember, alcohol and water DO NOT MIX - so please no alcohol whilst using pool areas. Management reserves the right to vary opening hours without notice.

TELEPHONES: A public telephone is located outside reception (undercover). This can be operated by coin or phone card.

THINGS TO SEE AND DO: Our reception staff will be happy to assist with any queries you may have.

TOUR BOOKINGS: Our friendly staff can assist in choosing the best tour to suit your family and reserve seats for you.

Please Note: Hidden Valley Resort & Tourist Park is happy to recommend tour operators and attractions in Darwin and the Top End area that have had no due diligence in relation to the operating practices of these businesses and Hidden Valley Resort & Tourist Park, its Owners, Directors, Employees or Agents shall not be held responsible or liable for any loss, damage or injury sustained by any person availing themselves of the services of those businesses recommended by it.

VEHICLE REPAIRS/MAINTENANCE: No vehicle repairs or maintenance are permitted, unless prior approval gained from management. In the event of an external contractor being required by the guest for repairs to caravans/motor vehicles, permission must be sought from management prior to contractor entering park. It is the guest responsibility to arrange a Certificate of Currency of the contractors Public Liability to be faxed/emailed to reception prior to entry. Please note, due to liability issues, we can not lend any tools or equipment of any kind to guests.

VERANDAH: Please do not hang laundry on your balcony. For your convenience, a clothes airer is provided in all accommodation and coin-operated driers are located in the amenities block.

VISITORS: All visitors must be registered at reception on arrival. Guests are also responsible for their visitors behaviour, and ensuring that their visitor observes park rules. Any visitor staying overnight must be registered prior to staying. (Fees apply). Please note : Overnight visitors are not permitted in Pandanus Lodge Rooms. All visitors must have left the property no later than 10pm. Visitors are not permitted free use of our facilities, including showers, BBQ's, camp kitchen gas facilities etc.

WATER: Please help us to conserve our planets natural resources by conserving water.

WILDLIFE: As a guest you are welcome to enjoy the opportunities for interaction with our local wildlife. As cute as they may be however, feeding the wildlife can be detrimental to their health. We ask that you not feed any of the animals.

EVACUATION PLAN: Please make yourself familiar with our evacuation plan in case of any unforeseen emergency. In case of emergency, please remain calm and follow instruction from staff. For after hours emergency only, please call 8984 2800 or 000 in cases relating to FIRE, POLICE or AMBULANCE. Our local police number is 131 444 (24 hour Police response).

The following items are NOT ALLOWED under any circumstances:

- Illegal drug use
- Excessive use of alcohol
- Undue mess around site
- Undue noise
- Unregistered overnight guests
- Acts of violence or abuse
- Smoking in accommodation
- Unregistered vehicles
- Skateboards or similar
- L plate drivers and no driving lessons in park grounds

**** Failure to comply with any of the above including any damage caused to park accommodation or property may result in the guest being asked to vacate and leave the property with no refund issued. Please read our refund policy printed on your receipt issued on check in ****

Note: Any caravan/campervan leads connected to our power outlets must be 15 AMP tested and tagged! The use of double adaptors is not allowed!

PLASTIC COVERS, CARPETS OR MATS OUTSIDE TENTS OR CARAVANS ARE NOT PERMITTED ON ANY LAWNED AREA. SHADE CLOTH OR SIMILAR IS WELCOME.

www.hiddenvalleytouristpark.com.au