



INFORMATION, RULES & POLICIES

(Version 1.01)

Introduction

This document is for the information of occupants or intending occupants of the Lake King Waterfront Caravan Park. Please read it and refer to it as required. By doing so it will help to ensure that you and your fellow occupants obtain the maximum benefit and enjoyment of staying at this caravan park. The rules complement the Residential Tenancies Act 1997 and Residential Tenancies [*Caravan Parks and Movable Dwellings Registration and Standards*] Regulations 2010 and form part of any written agreement between the occupant and the caravan park owner. In the absence of any written agreement it should be assumed that occupancy is conditional upon the occupant complying with the conditions and the park rules as set out herein.

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GENERAL DUTIES OF PARK OCCUPANTS AND PARK OWNERS

General duties of caravan park residents and caravan park owners are prescribed in the Residential Tenancies Act 1997. While "the Act" does not apply those duties to non resident occupiers, the duties are herein restated but modified where necessary to make them appropriate and applicable to both resident and non-resident occupiers. This duty statement thus forms part of any agreement between the caravan park owner and any non-resident occupier.

1. Occupants use of the site

- The occupants must use the site only for the purpose agreed with the park owner; and
- use the site, caravan park and facilities properly and ensure that their visitors do the same.

2. Occupants must not use site for illegal purposes

- The occupants must not use or permit the use of the site, the dwelling or the caravan park for any purpose that is illegal at common law or under an Act.

3. Occupants duty to pay rent

- The occupants must pay the site fees and any other charges agreed with the caravan park owner on the due dates and in agreed manner.

4. Quiet enjoyment - occupant's duty

- Occupants must not do anything in or near the site or caravan park, or allow their visitors to the caravan park or site to do anything which interferes with the privacy and peace and quiet of other occupants of the caravan park, or their proper use and enjoyment of the caravan park.

5. Occupants must keep site clean

- The occupants must keep the site clean and tidy; and
- maintain the site and caravan in a manner and condition that do not detract from the general standard of the caravan park as set by the caravan park owner from time to time.

6. Occupants must not erect structures

- Occupants must not erect any structure on the site or in the caravan park without the prior consent of the caravan park owner.

7. Occupants must notify owner of and compensate for damage

- If any damage other than fair wear and tear is caused to the caravan park or any facilities in the caravan park by the occupant or his or her visitor, the occupant must-
 - (a) repair the damage; or
 - (b) notify the caravan park owner or caravan owner of the damage and pay compensation for the damage to the caravan owner or the caravan park owner.
- The occupants must report to the caravan park owner any damage to or breakdown of communal facilities of which the occupants have knowledge.

8. Number of persons occupying site

- The occupants must not allow more than the number of persons agreed with the caravan park owner to occupy the site.

9. Occupants must observe caravan park rules

- The occupants must observe all caravan park rules made from time to time

10. Caravan park owner must provide access

- The caravan park owner must-
 - (a) provide 24 hour vehicular access for all occupants to all sites; and
 - (b) provide 24 hour access for all occupants to the caravan park and

- the communal toilet and bathroom facilities; and
- (c) provide access during all reasonable hours for occupants to recreational areas, laundry and communal facilities other than toilets and bathrooms.

11. Quiet enjoyment - caravan park owner's duty.

- The caravan park owner must not unreasonably restrict or interfere with the occupant's privacy, peace and quiet or proper use and enjoyment of the site and the communal facilities.

12. Caravan park owner must keep park etc. clean

- The caravan park owner must-
 - (a) keep the common areas, gardens, roadways, paths and recreation areas in the caravan park clean and in a safe condition; and
 - (b) arrange for the collection of occupant's garbage from the caravan park

13. Duty of caravan park owner to maintain communal areas

- The caravan park owner must maintain, repair and keep clean and tidy all communal bathrooms, toilets, laundries and other communal facilities in the caravan park.
- When repairing or renovating communal facilities, the caravan park owner must
 - (a) minimise inconvenience and disruption to occupants; and
 - (b) if necessary, provide temporary substitute facilities.

PARK RULES

Section 185 of the Residential Tenancies Act enables the caravan park owner from time to time to make rules relating to the use, enjoyment, control and management of the caravan park. It is the caravan park owner's duty to ensure that the caravan park rules are reasonable and the caravan park owner must take all steps to ensure that they are observed by all occupants and are enforced and interpreted consistently and fairly.

The caravan park owner must give a copy of the caravan park rules to the principle occupant of the site.

The following rules have been established by the caravan park owner in the belief that they are reasonable and conducive to the effective management of the caravan park.

If an occupant believes that a rule is unreasonable then he or she should discuss the matter with the caravan park owner. There is also provision in the Act for a resident to make an application to the Victorian Civil & Administrative Tribunal should the resident consider a rule unreasonable.

A copy of the Residential Tenancies Act 1997 is available for reference by occupants at the caravan park office.

All caravan park occupants must, with respect to:-

1. THE MAKING AND ABATEMENT OF NOISE

- 1.1 Keep noise to a minimum at all times ensuring that there is no unnecessary noise at all between 10.00pm and 8.00am. (Exceptional circumstances may exist where the caravan park owner considers it to be reasonable that this rule need not be strictly applied. The prior written consent of the caravan park owner must be obtained in these instances).

1. VEHICLES, PARKING AND BOAT STORAGE

- 1.1 Each site is allowed parking for one vehicle. Parking for additional vehicles, boats, trailers etc. may be arranged at the park owners' discretion.
- 1.2 Vehicles and boats must not be parked on any roads or access ways.

- 1.3 Observe the park speed limit, which is 8km/hr. i.e. walking pace. Bicycles are not an exception. Vehicles may not be allowed in the park if repeated incidents occur.
- 1.4 In the absence of prior consent from the caravan park owner, ensure that their visitors' cars are to be parked outside the park along Bay Rd.
- 1.5 Not ride bicycles in the caravan park outside daylight hours.
- 1.6 The Park may allow the Site Holder use of a boat storage site, if available, and the Site Holder agrees to pay the fees set out in the Schedule of Fees.
- 1.7 Discounted storage fees for annual site holders must be paid in full as per the current Schedule of Fees and not in instalments.

2. FEES AND PAYMENTS

- 2.1 Payments over \$10 made by Eftpos or credit card will incur a 1.5% surcharge, and this is subject to change without notice.
- 2.2 Payments may be made by direct deposit, money order, cash or cheque. Details of which are shown on the Schedule of Fees or as noted on an invoice.

3. OCCUPANT'S USE OF SITE

- 3.1 The Occupant agrees to keep the site and the caravan, annexe or other dwelling safe, clean and tidy. This includes removing leaves and debris from rooftops and guttering to reduce fire hazard, as per CFA regulations.
- 3.2 If any hazards, health or safety risks are identified by The Park that are the responsibility of the occupant i.e. their property, the occupant must immediately take action to remove the hazard for the safety of others in The Park.
- 3.3 All loose belongings must be placed inside the dwelling when unused. The Park takes no responsibility for lost, stolen or damaged belongings.
- 3.4 The occupant agrees to inform The Park management as soon as possible of any damage to the site or other areas.
- 3.5 The occupant agrees not to attach any fixture or renovate, alter or add to the removable dwelling or site without the Park management's written permission.
- 3.6 The occupant agrees to comply with council regulations and the *Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010* in respect of new or existing dwellings or any proposed alterations or additions.
- 3.7 The occupant must keep their caravans/dwellings CLEAN and clear leaves from the roofs and gutters to prevent fire hazard (as per CFA regulations). CFA assesses the property every six months.
- 3.8 It is strongly recommended that the occupant insure their property remaining on the site as the park will accept no liability for any incidental or environmental damages that may occur to the property remaining on park land.

4. PETS

- 4.1 Pets must be kept on leashes and under control at all times.
- 4.2 The owner or carer of the pet must pick up, bag and dispose of droppings left by their pet into a waste bin immediately for health reasons.
- 4.3 Pets are not allowed inside cabins hired out by the Park.
- 4.4 If required, provide the caravan park owner with a written guarantee that their pet does not represent a danger to the health and safety of other park users, in particular young children, who may wander into an animal's territory.
- 4.5 Pets are not allowed to be in or near the Park's communal facilities.
- 4.6 Pets must not be a nuisance or cause distress to other Park users.
- 4.7 The caravan park owner and/or manager reserves the right to ban any pets from the park should these rules not be followed.

5. POWER & WATER USAGE

- 5.1 All sites are allocated one 15-amp electrical outlet for use for their caravan or movable dwelling, and may not use any other outlets without the Park owner's permission, or an extra fee may be charged.
- 5.2 All site holders are responsible and liable for the electrical connections and cords between the power outlet and their caravan/dwelling. Any faulty or unsafe electrical cords or wiring must be replaced.
- 5.3 Power and water outlets to vans must be **turned off** before checking out.
- 5.4 Private washing machines are prohibited within the Park. The Park's coin-operated commercial washers are available for use.

6. USE OF COMMUNAL FACILITIES

- 6.1 Both the Park owners and occupants must keep amenities blocks clean and suitable for use.
- 6.2 No smoking in toilet blocks or any communal facilities.
- 6.3 Glassware must not be brought into the amenities block or near the lake, jetties and pool.
- 6.4 Both park owners and occupants must keep the amenities blocks clean and suitable for use.
- 6.5 Occupants must keep water usage to a minimum as current water regulations apply.
- 6.6 Dishes must be washed in designated sinks, and not in laundry trough, baby bath or hand basins.
- 6.7 Scaling or preparation of fish must be done on the designated table near the lake.
- 6.8 Washed clothes must be promptly removed from the washing machines, dryer and clothesline on the completion of washing or drying. (The caravan park owner may remove and store laundry items as a result of non-compliance).
- 6.9 Private clotheslines are not to be erected.

7. SUPERVISION OF CHILDREN

- 7.1 Children must have periodical supervision so as to ensure they do not cause nuisance or inconvenience to other occupants, management or employees of the caravan park.
- 7.2 Pre-school aged children must be supervised by an adult when using the amenities block and pool and when near the lake and jetties.
- 7.3 School-aged children must be supervised by an adult when in or near the pool, lake and jetties.
- 7.4 Reasonable sanctions may be imposed by the caravan park owner resulting from improper conduct or use of the caravan park facilities by their children.

8. VISITORS

- 8.1 Visitors must register their presence at the caravan park office and pay required visitors fees on arrival.
- 8.2 The principle occupant agrees that all visitors, guests and any other persons (not nominated as an occupant) invited or attending the park for any reason due to the principle occupant will abide by the Park Rules.
- 8.3 The principle occupant agrees that all visitors, guests and any other person invited or attending due to the occupants will pay visitor fees. Fees are listed in the Schedule of Fees and must be paid to the Park Office on arrival.
- 8.4 The principle occupant is liable for any fees unpaid by any visitors, guests or any other person invited or attending the park for any reason.
- 8.5 Visitors must park vehicles, boats, trailer etc. outside the park on Bay Rd.
- 8.6 The site holder is responsible for payment of any damages they or their visitors or friends incur in this park.

9. FIRES

- 9.1 Fires may only be lit in designated fire places, or elevated drums, either provided by or approved by the caravan park owner.
- 9.2 All fires must be attended by an adult at all times.
- 9.3 All fires must be completely extinguished before being left unattended.
- 9.4 All occupants must comply with any fire restrictions and/or conditions which may apply with respect to fires used for cooking or warmth during a fire danger period.

10. MAINTAINENCE AND MODIFICATION TO DWELLINGS

- 10.1 Extensions, alterations or modifications to any site or dwelling within the caravan park is not permitted without first obtaining the caravan park owner's written approval.
- 10.2 Dwellings must be maintained in a manner consistent with the requirements of the Residential Tenancies (Caravan Park and Movable Dwellings Registration and Standards) Regulations 2010.

11. CHECKING IN AND OUT

- 11.1 All occupants and visitors of the site must check in to the office immediately on arrival and check out before departure.

12. SAFETY

- 12.1 All dwellings must be fitted with smoke alarms, a fire extinguisher and fire blanket as per regulatory requirements and for your family's safety.
- 12.2 No loose items, belongings, vehicles or fire pits/drums are to be placed on access roads within the Park. This creates inference with access for vehicles and caravans, especially emergency vehicles.
- 12.3 Should immediate action be required to reduce or clear a hazard relating to the site holder's caravan or dwelling, the Park owner will inform the site holder and arrange for the hazard to be cleared. The site holder may be billed accordingly to recover costs for such action if it is carried out or arranged by the Park.
- 12.4 Motorbikes and other recreational land vehicles are not to be used.
- 12.5 Certain areas of the whole property and its foreshores may present danger to children and extreme care must be taken to supervise children at all times. Lake King Waterfront Caravan Park are unable to supervise or protect children who are present on the property and the responsibility for properly supervising and caring for children will at all times remain with the parent/s and/or adult/s who accompany the child/ren to this park. We would like to make the park as safe as possible for everyone to enjoy.
- 12.6 Refrain from running, pushing or any form of boisterous behaviour in or near the lake and on the jetties.
- 12.7 Helmets must be worn when riding push bikes or scooters.
- 12.8 No liability, however arising, will be accepted by Lake King Waterfront Caravan Park in respect of illness, injury or death any persons who enter or remain on any part of the property.

13. WASTE AND RECYCLING

- 13.1 All recyclable waste must be placed into the recycling bins (light green lid).
- 13.2 All non-recyclable material must be bagged and tied, and placed into the waste bins (dark green bins).
- 13.3 No large unwanted items that do not fit into the bins provided are to be removed from the park by the occupant themselves, and be disposed of legally. (There is a council waste centre nearby).

We thank you for your cooperation in helping our park to remain safe and enjoyable for all 😊

CARAVAN PARK MANAGEMENT POLICIES

The following policies do not constitute park rules but are provided for the information and benefit of occupants and their visitors.

RENT, SITE FEES AND OTHER CHARGES

All accommodation and site fees are reviewed annually on the 1st of July each year. Site fees for Long Term Holiday Sites are reviewed annually and notification to any change to fees will be given in writing at least 60 days prior to the offer of a new agreement.

REFUNDS

The caravan park owner can justifiably withhold all or part of any deposit or advance payment as compensation for any loss, which has incurred resulting from a customer not honouring a booking regardless of the circumstances.

THE MAKING AND ABATEMENT OF NOISE

As indicated in the park rules there may be circumstances where the rule with respect to the making and abatement of noise need not be strictly applied. Circumstances might include special celebrations, group functions and entertainment. Such occasions may be planned by the caravan park owner or alternatively a caravan park occupant. In the case of the latter full consultation with the caravan park owner is expected such that any parameters may be mutually agreed and the privilege no subject to abuse. At all times the privacy and peace and quite of uninvolved occupants must be considered.

VISITORS

Within reason, occupant's visitors are welcome in the caravan park. Park occupants must accept responsibility for their visitors. There is a standard charge for visitors staying on any site. It is expected that day visitors will vacate the caravan park by 9pm or they will be considered as overnight guests should they choose to stay beyond 9pm.

GRIEVANCES

It is the Caravan Park Owner's Policy to listen to, or raise grievances in private, during office hours, at the caravan park office or at another time and place by arrangement. There is an expectation that an attempt has been made to resolve any dispute between occupants, in accordance with the park rules, prior to the caravan park owners involvement. The caravan park owner will seek to have disputes settled in a manner acceptable to all concerned but at times will be required to make a judgment with respect to a breach of duty by an occupant. In the case of a non-resident occupier a breach may result in the caravan park owner terminating any agreement to provide accommodation.

EMERGENCY EVACUATION PROCEDURE

LAKE KING WATERFRONT CARAVAN PARK

67 Bay Rd

Eagle Point

Telephone: 03 5156 6387 / 0407 303 232

1. Raise the alarm WITH WHISTLE – alert park staff and notify Emergency Services – CALL 000
2. Assist persons in immediate danger – ONLY IF SAFE TO DO SO
3. Secure your valuables and close all windows, doors and hatches
4. Turn OFF the power and gas to your site
5. Gather your family
6. Proceed to the designated assembly area as shown below – Remain in the assembly area until it is safe to leave

DO NOT ATTEMPT TO MOVE YOUR CAR OR CARAVAN
Unless instructed to do so – this may hinder emergency services.

EMERGENCY TELEPHONE NUMBERS

FIRE.....000
AMBULANCE.....000
POLICE.....000
HOSPITAL.....5150 3333