



6 December 2024

HV Reminders - December/January Peak Edition

Christmas is all but upon us.... Hope everyone is ready for Santa's visit!

The Holiday Park's staff and Management Team would like to wish everyone a very Merry Christmas, and a Safe and Prosperous New Year...

The Parks are so busy already, so we would like to remind everyone of a few rules and regulations, that may have slipped people's minds.....

AS HVO's and regular users of the Park, we expect you all to lead by example & follow the rules.

We appreciate, and thank the majority of HVO's who do so. Please understand that rules are in place for everyone's safety and enjoyment of the Park, and that by signing an Annual Occupancy Agreement you have agreed to abide by them.

Here's a recap:

Bikes and scooters

- The use of electric/motorized scooters, eskies, etc. are Not Permitted within the grounds of our Holiday Parks. Pedal assist electric bikes can be pedaled around the park, but not switched to electric until clear of Park grounds.
- **This Is For The Safety Of All Park Users, Especially Pedestrians.**
- All communal areas, especially the amenity blocks are no go areas for all bikes & scooters!
- **No riding After Dark or before 7am.**

Works on Holiday Vans

- **Weekend works** are **not permitted** unless requested and pre-approved by your Parks Manager.
- **Contractors** must sign in at reception on arrival after 9am and sign out on departure before 5pm. *Don't give your Gate Code out to anyone.* We supply a code to those who need it.
- **All external work (with the exception of cleaning) and all internal major reno work must be pre-approved by management via the Site Alteration process.** Forms are available on the HVO webpage or attached to any



Newsletter.

No Onsite Works Permitted During The Peak Summer Holiday Period From Saturday 21 December To Monday 27 January 2025 Inclusive.

Electricity

- **Electricity Meters** will be read in the second week of December and invoiced by the end of that week.
 - Daily Supply Charge remains at: **\$45.54/qtr** and the kW Usage rate: **3694 cents/kWh**
 - Please be mindful of the number of **high draw appliances** you have on at any one time.... You only have one power outlet to supply power to your van/annex and constant high draw of power can damage the plug and power outlet often without your knowledge.
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General

- **Washing machines** are to remain inside the van/annex and drain into the sullage pit along with your sink waste.
 - Our **Waste & Recycle station** areas are **NOT** dumping grounds for your unwanted items - please take them to the Salamander Waste Depot to the Recycle Centre.
 - If you have someone who is not a guest of the holiday parks coming to **pick up an item** you have **sold/given away**, it is our preference for you to meet them at the front of the park with the item. *If the item is too large* to bring to the front of the park, please advise them that **they must present at reception, met by you, and then escorted by you to your van to pick up item and escorted out.** We will give them a Gate Code. They are your responsibility whilst on our property. The reason for being escorted is so they drive the right way and don't make any unscheduled stops along the way!
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Noise

- As you all know, we have a **maximum number of people per site**, and this is to *stop large groups* staying or even congregating in one area, being loud and disturbing other Park users, particularly after dark when noise travels.
- **NOISE CURFEW AT 10PM.**
- Everyone wants to have fun, however **please be responsible, reasonable and respectful.** If you are



asked to quieten down, please do so as you are obviously too loud.

- We have the ability to **charge \$350 & terminate the stay** of anyone we receive complaints about, and who fail to comply with requests to comply by the noise curfew.
- Don't forget to use the **After Hours call service to report any issues: [4988 0990](tel:49880990)**. Please persevere, this service can get busy and you may have to wait on hold before speaking with someone.
- *If the situation escalates, and action is urgently required, please call the Police.*

Parking

- Our Parks operate at capacity over the Summer Holidays, and it is especially important that **additional cars are parked offsite**.
- All our **tourist sites** will be occupied at some point over the holidays, so please **do not park on them**.
- *Please ensure you are parked within your site boundaries - well off the road and not at the front of your site as it impedes vision of road users, and kids can dart out from behind a car without warning.*
- **Smart Parking meters are now in operation in local streets around all our Parks.**
- Please observe **time restrictions**, as they **apply** even if you have registered your additional vehicles for a Holiday Van Owner Tenants Parking Permit.
- If you have decided to park in non-metered areas, such as Farm Road at Fingal, please walk around to the front gate to access the Park. **Entry over or through the boundary fence is NOT PERMITTED AT ANY TIME. Penalties apply. If you are interested in applying for a Parking Permit, please read the attachment. For access to the Smart Parking and Portal, click [here](#).**

DOGS

- *Be aware that not everyone is a fan of dogs!*
- **ONE DOG ONLY per site is permitted during the Peak Summer Holiday Period.**
- Dogs must be **on a lead** or **contained** with a temporary fence at all times, and **under control** at all times.
- Please **do not** let them off the lead to **mess on someone else's site**. *Always pick up after them.*
- **Please do not leave them alone for hours on end to howl and cry.** If you bring them with you on



holidays, you have to be prepared that there will be places you **cannot take them** - this includes our **communal areas** (camp kitchen, amenities, pool areas, and playgrounds) as well as **most of the beaches** near our Parks.

Go to PSC website for Dog Friendly beaches and fenced exercise areas. **Or Click [here](#)**

GENERAL:

After Hours/Security Issues - call 4988 0990:

As always, we **strongly encourage** you to use the **After Hours / Security** number for ANY after-hours issues. If an issue is not logged at the time it is occurring, it is not always possible to address or attend to it after the fact / the next day.

Don't forget, you can always call Emergency Services if necessary.

HVCC Representatives

The **Holiday Van Consultative Committee representatives** contact details are attached, as is a Site Alteration application form for your convenience. The application form can also be found on the HVO webpage via the Parks website.

That's all from me, wishing you all a fabulous festive season: take care, and stay well.

Fiona Snow: Holiday Van Admin Officer

Phone*: +61 2 4988 0650 **Mobile:** 0428 542 137

Email: holidayvans@beachsideholidays.com.au

*The admin officers' phones & emails are only monitored Monday to Friday between 9am and 4.30/5pm. Please email your park direct on weekend/public holidays or call 4988 0990, and choose the existing option for your holiday park (1 - Fingal; 2 - Shoal; 3 - Halifax) & **option 2 for 'existing booking'** outside of these hours. If Admin Officer is on leave the landline phone* should divert to Fingal front office.*

fingalbay@beachsideholidays.com.au; shoalbay@beachsideholidays.com.au; halifax@beachsideholidays.com.au.

Post: PO Box 147, Nelson Bay, NSW 2315

web: <https://www.beachsideholidays.com.au/policies/holiday-van-owners>