



## VILLAGE DETAILS

<b>Park Details</b>	Name:	Helidon Spa Eco Village	
	Address:	7829 Warrego Highway, Helidon Spa, QLD, 4344	
<b>Office   Reception</b>	Hours of Operation:	Monday – Friday	6.30 am - 2.30 pm
		Saturday	
		Sunday	
		Public Holidays	

## RULES & REGULATIONS RESIDENTS, VANS & CAMPING

Welcome to the Helidon Spa Eco Village, for everyone's safety and enjoyment it is the condition of entry that the Tenant and members of his/her household, visitors and guests agree to abide by these rules and conditions and to any other reasonable request of Management.

The person whose name appears on the Agreement Form or Registration Form, assumes responsibility for the village patrons for which the booking covers and their visitors. The owners and management reserve the right to withdraw, cancel, and decline to accept or retain a booking for any person or party if a patron's conduct is incompatible with the interests, harmony, comfort or welfare of other persons.

If you are planning a stay at our village and intend to party, play loud music, partake of illicit substances, excessive drinking or hoon driving, then our village is not for you. We are very strict in ensuring our Rules and Regulations are abided by and have no hesitation in evicting unruly guests who do not respect the safety and quiet enjoyment of other guests.

Management also reserves the right to refuse entry into the Village for any reason.

All temporary, permanents and guests shall accept liability for themselves, their children, visitors, furniture, fixtures and all the fittings in the accommodation and within the Village.

1. All temporary, permanents and guests must comply with the Village Rules and Regulations as a condition of stay.
2. Helidon Spa Eco Village shall not be responsible to Tenants or their Guests for personal injury, or be liable to compensate for any loss, theft or damage to any vehicle or personal property on or brought into the premises.

3. You agree any charges for services to you, not billed at the time of departure, may be added to your account for settlement as arranged and you agree to pay on departure for all breakages, damages, missing items. If the caravans/sites are left in an untidy manner there will be a \$65.00 per hour additional cleaning cost.
4. By staying at our Village we acknowledge that both parties have entered into a short tenancy agreement.

## CHECK IN AND CHECK OUT

### CHECK IN

- Check in time is after 12.00pm midday unless otherwise agreed by the park management.
- No check in after 5.00pm unless by prior appointment agreed by the park management.
- At the time of check in, please present to reception and allow about ½ hour for the check in process.

#### This will include:

- Completing Application form if not completed prior
- 100 Point Identification Check
- Going over the park rules and explaining various points.
- Hand-over of site and park orientation

### CHECK OUT

- Check out times is prior to 12.00pm midday on the day of departure.
- On departure, you must notify the office of date of departure, giving at least 1 days' notice in advance. Please don't leave without giving notice.
- You must continue to pay rent until you move out.
- You cannot just stay once you have given notice. Extensions to stay will be at the manager's discretion and approval.
- You must leave the site in a good condition and clean, fair wear and tear accepted.
- You will be required to meet with Management in order to carry out a site inspection prior to departure.

## RENT, FEES AND CHARGES

### RENT

- Rent for a site will be required to be paid in full in advance, on the current day or week you are about to commence.
- All Rent is required to be up to date and paid in advance at all times.
- Rent over and above one week will be charged per day for additional days.
- The owner/manager must keep a record of the rent you pay, and if you ask for a copy of the rent record (or ledger) it must be given to you within 7 days.

### REFUNDS

- Cancellation of an advanced Booking will result in a forfeiture of the deposit if 30 days' notice is not given.
- Fees can be paid weekly or daily, if charged weekly on early exit there will be no partial week refunds. If you check-in on a Monday and you want to exit on Thursday, no refunds are due for the unused portion of the week.

## CLEANING FEES

- On check out, if your site is left dirty you will be charged a cleaning fee depending on the time and materials taken to restore the site to its original state.
- Rubbish and removal of your debris left will also be charged to your account.

## CLEANING FEES – PETS

- If you have a pet including birds, you will be given a 'Pet Agreement' which sets out the full rules for keeping pets in the park.
- On entry to the park, you will be given a Tenancy Agreement which outlines whether you are allowed a pet or not.
- Cleaning fee for pets, feeding pets, picking up faeces from property, dog hair in property, re-homing or dealing with RSPCA etc. will be charged to the primary lessee

## PAYMENTS

We accept payment by way of:

- Cash
- Credit Card
- Eftpos
- Cheques - Will Not Be Accepted.

## YOUR RESPONSIBILITIES - RENTAL OF SITE

### PRIMARY GUEST / LESSEE

As a primary guest/lessee, you are the person renting the site. As such you have certain responsibilities as a guest of the village:

- You must pay the rent and be kept at in advance at all times
- Keep the site clean and undamaged and leave it in a good condition (fair wear and tear excepted).
- Abide by the terms of the tenancy agreement.
- Respect your neighbours' right to peace and quiet.
- Any guest staying with you have to be authorised by management prior.
- Extra guests may attract a charge nominated by Management.
- Follow the park rules and regulations.
- Inform management if you damage the site in any way
- Inform the office / reception in writing of any repairs needed.

### UNAPPROVED OCCUPANTS

- Management reserves the right to know and approve of the people staying on your site. Management approval must be given in writing.
- Once approved all details of guests are required to be registered on your agreement and noted on the village records.
- This includes but not limited to partners, children, friends, acquaintances or any other guest. No exceptions.
- If management has not granted approval, then we may seek removal of the tenants.
- Breach of this may result in Queensland Civil and Administrative Tribunal (QCAT).

## NON-PAYMENT OF RENT

- The law that applies to Helidon Spa Eco Village is the Moveable Dwelling Tenancy.
- If you don't pay your rent you will be asked to leave, you agree that you will leave when asked and that the amounts outstanding will remain due and payable.

## TICA

- You will be placed on a Tenancy Database and this will affect your future chances of renting.

## SIGNIFICANT BREACH

A significant breach relates to:

- The use of the property for an illegal purpose
- Exceeding the number occupants allowed to reside on the site
- Keeping a pet on the site without permission or a 'Pet Agreement'
- Another matter if the reasonable cost of fixing the matter exceeds one week's rent
- 'Serious nuisance' to cause a substantial, unreasonable annoyance to other residents and guests

## GENERAL PARK INFORMATION FOR YOUR KNOWLEDGE, SAFETY AND WELLBEING.

### GENERAL CONDUCT

- Any instruction given by a staff member shall be complied with immediately and without question.
- All of the rules must be complied with, or you or any person accompanying yourself can be asked to leave the village with the legal notice periods and no refund of any fees paid. This must be done immediately.
- Consideration should be given to other village users at all times.
- Village guests use the facilities at their own risk. No responsibility will be taken by village management for any loss or damage to people's property or equipment.
- The Tenant will not use his/her site for any purpose which may be illegal or injurious to the reputation of the Village and occupiers of other sites or which may interfere with the peaceful enjoyment of another site by its occupier/s or which may interfere with the general management of the Village.
- A Tenant and members of his/her household are to keep the surrounds of their site tidy and clean and the area underneath their relocatable home/caravan clear of all storage items and rubbish. In the event that the Tenant is unable to maintain the gardens or grounds of the site the Tenant will allow management to arrange or carry out such work, the cost of such work will be charged to the tenant.

### SMOKING & SMOKE DETECTORS

- When you sleep, your sense of smell also sleeps. If a fire starts, toxic fumes can overcome you.
- All buildings are smoke free zones, including office / reception, shop, community centre, cabins, houses, amenities block and laundry facilities.
- Please dispose of your cigarette butts responsibly.
- Please do not leave cigarette lighters or used vapes lying around and when empty dispose of them responsibly.

- Smoke detectors have been fitted to throughout our property. **For your own safety do not tamper** with smoke detectors.
- **DO NOT REMOVE BATTERIES.** If you are having problems with a smoke alarm, please see management or lodge report at Reception.

## ELECTRICITY

- Your site rental includes fair and reasonable use of electricity.

## TELEPHONE, INTERNET AND WIFI

- There is a public phone near the shop for making calls.
- Reception will not allow you to use the office phone for any reason.
- Reception will not conduct internet searches on your behalf or look up information.
- Complimentary WIFI is available near the office.

## WATER

- Parts of the village are fed by our onsite Reverse Osmosis Water Treatment Plant and the water is fine to drink.
- Water is expensive to supply, it is not charged to your site – it is provided free.
- Treated drinking water is supplied at points around the village, please take note of signage located on the taps.
- The Tenant must not waste water and shall ensure that all water taps are promptly turned off after use and showers are kept as short as possible.
- No washing of cars, boats or caravans by visitors and short-term residents is allowed.
- Rain water tanks are located throughout the village and can be used for washing cars by long term residents.
- Bore water is also supplied throughout the park for maintenance of gardens and grass and is not suitable for drinking; if in doubt don't drink it.

## TORCH

- It is recommended to carry a torch at all times during dark hours to prevent personal injury.

## WASHING MACHINES

- Washing machines take approx. 20 min per cycle.
- Washing machines take \$4.00 per load. Machines accept \$1 coins (they don't accept coloured decorative coins). Coins are available at the reception during office hours.
- Laundry powder is not supplied.
- We ask that you leave the washing machines and dryers clean and tidy at all times so that others may also use them in a clean and tidy state.
- Should machines not operate or appear to be faulty please ensure that you notify management.
- For the convenience of all guests please remove clothes from clothes lines and dryers once they are dry and remove washing from machines when load is finished.
- Do not leave washing on benches as any item left in laundry for a period of 24 hours will be disposed of.
- Overloading the machines will cause the power to trip and you will lose you money on this cycle of washing, a load of  $\frac{3}{4}$  is recommended.
- For heavily soiled/muddy clothes, pre-soaking is recommending to avoid making the machines dirty.
- For best results, POWDER IN FIRST, THEN CLOTHES!

## FIRES

- It is illegal to light fires without permit and you will be financially responsible for fines / fees incurred as a result of fires department (QFRS) attending your fire.
- Lighting of fires of any sort will result in tenancy termination.
- Only gas or electric BBQ's or cook tops are permitted to be used in the park. No open fires of any type.

## CHILDREN

The supervision of children (under the age of 18):-

- Parents are responsible for controlling and supervising the behavior of their children, for their own safety and comfort of others.
- Children must be supervised at all times whilst in the village.
- Maintain adequate constant supervision of children at all times, so as to ensure that the children do not cause a nuisance or inconvenience to other park occupants, management or employees of the village.
- Ensure that pre-school children are supervised by an adult at all times.
- Support any reasonable sanctions imposed by park management resulting from improper conduct or use of the village facilities by their children.
- No child shall be left unattended after dusk and during dark.
- Children are not to play or get water from the water tanks in the park. Only adults are allowed to use the water sensibly as water is precious within the park and should not be wasted.
- We have lovely lakes that surround our parks that are not fenced and supervision is critical. (Having an older child of 12 looking after a 5-year-old is not proper supervision)
- Children are not to play near the lakes without strict adult supervision.
- Children and adults are not to use abusive language or violence and not to tease or bully other persons.
- Children and adults at all times should be courteous and respectful of all other guests in the village.
- Do not leave toys on the village roads as they will be disposed of.
- Children will not be allowed at the office reception / shop without an adult present, children will not be served items and will not be allowed to collect mail.
- Children are not allowed to play near Laundry or Amenity blocks and must be supervised when using these facilities.
- It is the parents responsibly that their children do not wander around the village or bother other guests and know where their children are at all times.
- No children to play on or near the rubbish bins / dumpsters for any reason

## PETS

- All Tenants bringing pets into the Village must be authorized by management first.
- Once agreed you must complete and sign a 'Pet Agreement' or Management has the right to refuse entry
- Your Tenancy Agreement will state the number of pets allowed on your site.
- Small pets only considered.
- Limit of 1 pet per site.

Being a pet owner also brings responsibilities. You need to:-

- provide your pet with appropriate food, shelter, flea & worm treatments and care;
- register your dog in all [council areas](#) and register your cat in some council areas;
- Forms are available online at <http://www.lockyer valley.qld.gov.au/our-services/animal-control/Pages/Registration-and-Microchipping-.aspx>;
- have your dog or cat microchipped and ensure its details are up to date so it can be identified and returned to you if lost;

- Your pet needs to be de-sexed to avoid unwanted litters;
- Pets also are required to be vaccinated;

At all times, animals need to be restrained and safe, as management will be entering the grounds on and any day for lawn mowing and gardening.

- Owners of pets are to dispose of animal waste promptly and appropriately. Charges will apply if not adhered to.
- Owners must have their pet under control.
- Management reserves the right to consent to owners keeping pets.
- Provide the village management 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.
- Not leave a dog unattended under any circumstances.
- Not allow a pet to be a nuisance or cause distress to other park users.
- If your pet does not meet our criteria, please make other arrangements for your pet.
- On departure you must take your pet with you. Failure to do so may result in criminal negligence and incur charges for feeding and delivery to RSCPA.

## Dogs

- In Queensland, all dogs must be registered with the local council:
  - Before they are 12 weeks old
  - Within 14 days after moving to a new local council area.
- If you have a dangerous or menacing dog they will be evicted from the park.
- To be allowed in the park you will need to provide the office with the following:
  - De-sexed—include a signed certificate from your vet
  - Micro-chipped—include the permanent identification device (PID) number.
- To keep this village dog friendly all dogs must be kept on a leash at all times and not left behind in the park.

## Duty of Care

- If you are in charge of an animal, you have a duty of care to that animal - no matter why you are in charge of it, what you are using it for or how long it will be in your care.
- Duty of care is based on the internationally recognised '5 freedoms' of animal welfare.
- You are legally obliged by the *Animal Care and Protection Act 2001* to provide 'appropriate care' for your pet by providing for its needs in a reasonable way.
  - This includes:
    1. providing food and water
    2. providing accommodation or living conditions
    3. understanding your animal's normal behavioural patterns
    4. treating disease and injury
    5. handling the animal appropriately
    6. providing preventative healthcare (e.g. flea & worm treatment)

## LAWNS AND GARDENS

- Lawns are mowed on a regular basis depending on the weather.
- All lawns and surrounds are to be kept clear and clean at all times.
- Do not store anything on grassed areas.
- Anything found lying around on the ground may be disposed of.
- Should you have anything lying on or around your site, disposal is imminent and no responsibility will be held by management for loss of valuables as a result.

## LAKES

- **DO NOT SWIM** in the lakes at any time as they unsuitable for swimming
- Submerged hazards exist
- Do not go near the edge of the lakes as the bank may slip from underneath you.
- Children must be supervised near any lakes.
- Lakes are purely for viewing purposes only.

## RUBBISH & WASTE REMOVAL

- All rubbish placed in bins provided.
- It is the responsibility of the resident to place rubbish in the dumpsters.
- It is the responsibility of all guests and tenants to maintain their site and remove all rubbish. Failure to do so will result in a Form 11 Remedy Breach.
- Continuous Remedy Breaches will result in eviction and/or non-renewal of your tenancy agreement.
- Bins are located in the park for the disposal of general rubbish.
- Garbage is collected by a rubbish removal company every week.
- Littering within the park and surroundings will not be tolerated and a fine for doing so may be incurred.
- Do not place anything except regular household garbage in bins or dumpster.
- As you are strolling around the park, please place your litter in designated rubbish bins.
- All general rubbish must be well wrapped/bagged before placing into the Industrial Bins provided by Helidon Spa Eco Village.
- Recycle bins are provided for the disposal of bottles and cans.
- A composting facility is available for the disposal of food scraps and organic matter.

## WASTE WATER AND GREASE ETC

- All waste water is treated on site in our sewerage treatment plant, Water is expensive to treat
- Do not dispose of anything down the toilets that cannot be broken down, eg disposable nappies, hand wipes and sanitary pads
- Do not dispose of cooking fat in the drainage system.
- Only waste water is permitted in the drainage system.
- Please put your cold oil in to an old plastic bottle and dispose of it with your rubbish.
- Non-compliance will result in expensive plumbing costs of which you shall be liable.

## MAINTENANCE

- You are responsible for looking after the site and keeping it, and any inclusions clean.
- You must also meet the costs of any damage caused by you or your guests.
- The owner/manager is responsible for ensuring the site and park facilities are clean, fit to occupy and in a good state of repair.
- You must also comply with any health and safety laws.

## VEHICLES

ALL VEHICLES – INCLUDING MOTOR VEHICLES, TRUCKS, WHEELED RECREATIONAL DEVICE (BICYCLES /SKATEBOARDS / SCOOTERS OR ANY OTHER RIDING DEVICE OR MECHANICAL DEVICE)

- The safety of our guests is of prime importance and a 10 km speed limit within village grounds is mandatory, as there are adults with their children walking through the park.

- Make, model, colour and Registration number of your vehicle is to be provided to the office / reception upon arrival to the village, and the office / reception is to be updated with any changes of vehicle.
- One (1) Car per site is permitted in the village. Extra vehicles are to be parked out the front of the premises in the visitor's car parks, NOT on vacant sites, sides of roads or grass areas. Only Park your vehicle in the place specified by park management.
- Only drivers holding a provisional licence or full licence are permitted to drive a vehicle in the park.
- Strictly no maintenance work to be undertaken on vehicles on site. Storage of motor vehicle parts and the like is prohibited; any mechanical repairs carried out on sites must be approved by management.
- Do not bring an unregistered or un-roadworthy vehicle into the park. It will be removed at your expense.
- Trucks must be parked in designated areas as discussed with management.
- Drive or ride vehicles on the roads only.
- Do not ride bicycles in the park outside of daylight hours. HELMETS MUST BE WORN AT ALL TIMES! This is parent's responsibility. This is law in QLD.
- No person is to operate any vehicle, motorcycle or machinery whilst under the influence of alcohol or drugs
- Normal road rules apply and Seatbelts are to be worn at all times in vehicles within the village.
- Please lock your car and accommodation when you leave them. Management cannot accept responsibility for theft of personal possessions.
- Additional vehicles, trailers, boats and the like may be parked with the permission of management, where directed and at an additional fee per week will be charged for each.

## GUESTS AND VISITOR SAFETY

- Primary Guests / Lessees, their guests and visitors must all comply with any directions of the village owner or management team in relation to compliance with the Work Health and Safety Act 2011.
- No form of firearms, weapons, knives, baseball bats, or archery equipment is to be used within the park
- In case of a fire, natural disaster and the like we have attached a map of the village with the allocated assembly points.
- In case of an emergency, please familiarise yourself with these evacuation points for your own safety

## VISITORS

- For Emergency purposes Guests must inform management and register the names and details of any visitors entering the park, staying overnight or longer (up to 7 calendar days) and must present current identification.
- All tradespersons ARE to report to reception **BEFORE COMMENCING ANY WORK**; no exceptions.
- Visitors are subject to the same rules and standards of behaviour as guests.
- Guests are responsible for the behaviour of their visitors.
- All visitors must park all vehicles outside the village.

## GOODS AND DOCUMENTS LEFT BEHIND

- Goods and documents left behind after a tenant has moved out must be returned or disposed of according to a specific set of rules.
- Personal documents (such as cash, passports, birth certificates, photographs) must be given to the tenant or, if you can't contact them, to the Public Trustee within 7 days of the end of the tenancy.
- You must make an effort to take all your items with you.

- Goods left behind with a value of less than \$1,500.00 that could be unhealthy or unsafe to store, that would reduce their value by storing them, and/or the cost of removing, storing and selling them would be more than their value, will be sold or disposed of straight away.

## DAMAGE AND VANDALISM

- All guests or visitors are liable to pay for the cost of repair or replacement for any breakages or damage to the park buildings, sites, grounds, facilities, amenities, gardens or trees within the village.
- Persons found or reported damaging any area of the village will be removed from the village and will be prosecuted.
- All facilities provided including toilets and showers, BBQ's, eating areas, accommodation areas, gardens, plants, sheds and property of the village must be kept in a clean and tidy condition and are not to be damaged in anyway or form, or compensation must be paid for damages

## ILLEGAL AND ILLICIT SUBSTANCES, STEALING, VIOLENCE AND UNAUTHORISED ENTRY

- Helidon Spa Eco Village has a 100% referral policy. **ANY** suspected illegal activity will be referred to the police for investigation and your tenancy will be terminated.
- There is **zero tolerance** regarding;
  - The use and distribution of any type of illegal drugs, stealing from other guests, their property, the Office / Reception, Shop, or entering a person's residence without permission of the resident.
  - Violence / domestic violence or abuse towards staff or other guests.
- Should any guests or visitors of guests be found to have committed any of these offences their occupancy will be terminated and/or charges will be laid or civil action will be taken.

## SOCIAL GATHERINGS / QUIET TIME

So that everyone can enjoy their time at Helidon Spa Eco Village, quiet time is between 8.00pm to 8.00am. Thank you for consideration of other guests.

- The peaceful enjoyment of our park is important; please assist by keeping televisions, radios and voices down so they do not disturb other guests. Amplified music is not allowed.
- Non offensive music including content and/or volume is ok during the hours of 8.00 am to 8.00 pm
- Please notify the manager of any person(s) causing excessive noise, using offensive language, drunk and disorderly behaviour or being antisocial as this behaviour will not be tolerated.
- Management reserves the right to terminate occupancy of any person(s) at **ANYTIME**.
- The peaceful enjoyment of our village is very important; please assist by keeping Televisions, Radios, Voices and Music to a minimum, so they do not disturb other guests especially between the hours of 8pm and 8am.
- Social gatherings and other noises of an unnecessary nature must be kept to a minimum. Swearing, fighting, use of drugs, selling of drugs and excessive consumption of alcohol is strictly prohibited.
- Alcohol must only be consumed inside the relocatable home/caravans.
- Please consider others within the Village by restricting noise from music and social gatherings between the hours of 8am and 8pm, 8.00PM all noise must stop.
  - Management reserves the right to evict any persons causing problems.
- Laws provide for the eviction from the Village of all intoxicated or drug effected persons or those whose behaviour or language is Offensive.
  - Persons evicted will not be refunded and future booking rights will be forfeited.

## GRIEVANCES

- Use a private, conciliatory approach to the settling of disputes with other occupants, guests, neighbours, children, park management, or any employee of the park

## PROBLEMS

- If you breach the agreement, the owner/manager can issue a *Notice to remedy breach* (Form 11).

Example: you fall more than 7 days behind in rent or do not keep the site in the agreed condition.

- If you don't fix the problem within the timeframe specified on the notice you may be given a *Notice to leave* (Form 12) by the owner/manager.

## SERIOUS NUISANCE

- Police officers have special powers to deal with serious nuisance problems in parks. Examples:
  - assault or threat of assault to a tenant, management or anyone else in the park
  - use of threatening or abusive language towards a tenant or someone else in the park
  - behaviour that is riotous, violent, disorderly,
  - indecent, offensive or threatening in the park
  - behaviour that causes a substantial, unreasonable annoyance to a tenant, management or someone else in the park
  - behaviour that causes a substantial, unreasonable disruption to the privacy of a tenant, management or someone else in the park
  - wilful damage to property of a tenant or someone else in the park
- The attending police officer will decide if the behaviour is a serious nuisance.
- Police officers have the power to issue warnings, search the park and to issue an order excluding the person from the park for 24 hours.
- As well as calling the police, management will make an urgent application to QCAT for an order to end a tenancy on the grounds of the tenant's objectionable behaviour.
- Management will also apply to QCAT for an order to exclude a person (even if they are not a tenant of the park) for up to 1 year because of their behaviour.

## WARNING

- Helidon Spa Eco Village will not tolerate certain behaviours as well as non-payment of monies.
- Any persons who deliberately disobey rules and regulations of the village and have been given sufficient warning shall be evicted and all persons including that person's family will be required to check out of the village.
- This will also result in a loss of fees already paid.

## MANAGEMENT

- Management Reserves the right to evict any person immediately should you contravene these Rules & Regulations, Conditions, Council By-laws, Cabin Park & Removable Dwellings Regulations or disrupting the harmonious running of this business or causing grievance to the guests, staff, managers or owners of this business.
- Reserves the right to increase site fees.
- Reserves the right to change these rules and regulations giving 1 month's written notice of the change.
- Has the right to refuse site usage or entry to any person.

- Repetitive disregard of these rules will result in permanent “blacklisting” for all future bookings.

## EMERGENCY EVACUATION

- In the event of emergency call 000.
- Fire extinguishers can be found in the laundry and the office.
- All primary guests / lessees and their guests and visitors should be noted at reception in the event of an emergency.
- All next of kin details should also be given to reception in event that an emergency should eventuate.

## Evacuation Procedures:

### STAGE 1

- Removal of people from the immediate Danger Area
- Occupants and staff in the immediate danger area are to assemble a safe distance away from the fire, flood, smoke, etc.
- When the area has been evacuated all doors and windows should be closed to contain fire.

### STAGE 2

- Removal to Safe Area
- If the severity of the flood, smoke, fire warrants further evacuation, occupants should be moved through to a safe area.
- Evacuation points are located around the park. Proceed to the Primary Assembly Area at front of Park. If this is blocked then proceed to the Secondary Assembly Area.
- Move away from the danger area and to the evacuation / assembly points away from the danger.

### STAGE 3

- Complete Evacuation of Entire Complex
- Should the emergency necessitate evacuation of the whole park, the Manager of the Fire Services or in Emergency Services or Police will direct occupants from the assembly area to a safe place.

### STAGE 4

- Roll call
- A print out of those in the park will be given the Emergency Services team and / or management and a roll call will be conducted as soon as possible to ensure all persons are accounted for.
- It is for this reason that park management ask you to report all people in the park whether they are a guest or tenants for registration on the Park Register.
- Report all missing persons to Fire Officers or Emergency Services or Police.
- If the severity of the flood, smoke, fire warrants further evacuation, occupants should be moved through to a safe area.

## EMERGENCY NUMBERS

### POLICE, FIRE, AMBULANCE – 000

## EMERGENCIES

In the event of FIRE, FLOOD or OTHER EMERGENCY

- Alert other occupants immediately
- If safe, close any windows and doors to contain the fire
- Do not try to save all your personal possessions; your life is more important.
- If safe, turn off gas bottle and main switch on electricity.
- Notify Reception and call 000
- Evacuation to Emergency Evacuation Assembly Area
- Follow directions of Emergency Services Personnel and/or Park Staff

## GENERAL SAFETY

- All persons within the village should be on the village register.