



Snobs Creek Holiday Park

INFORMATION, RULES AND POLICIES

(Revision June 2021)

The principal occupant and their invitees shall occupy the site allotted to them at the said park and use all facilities available at their own risk in all things **AND HEREBY ABSOLVE THE PROPRIETOR** of the said park and his servants and agents from liability for any damage, death or personal injury which may be caused by the occupant, any member of the occupant's party, and guests or invitees, or to any of the occupant's equipment, chattels, property of effects whilst at the said park by reason of any happening whatsoever occurring, whether due to any negligence on the part of the said proprietor, his servants and agents or otherwise and agree to keep said Proprietor indemnified accordingly.

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INTRODUCTION

This document is for the information of occupants or intending occupants of the Snobs Creek Holiday 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 facility. The rules complement the Residential Tenancies Act 2020, and form part of any written agreement between the occupant and the park owner. In the absence of any written agreement, it should be assumed that occupancy is conditional upon the occupant complying with their duties and the park rules as set out herein.

Bruce Vance

General Manager

Snobs Creek Holiday Park Pty Ltd

Phone: 03 5774 2415 Email: enquiry@snobs creek.com.au

Emergency Dial 000

Local Emergency Telephone Numbers

Ambulance000
Fire Station (Eildon)000 / 5774 2544
Police Station (Eildon)000 / 5774 2104
Police Station (Alexandra)000 / 5772 1040
Water Police000 / 1800 223 022
Crime Stoppers1800 333 000
State Emergency Service (SES)13 25 00
Alexandra Hospital03 5772 0900
Alexandra Medical Clinic03 5772 1444
Eildon Pharmacy03 5774 2626
Alexandra Pharmacy03 5772 2153
Maroondah Hospital03 9871 3333
Poisons Information Centre13 11 26
Snobs Creek Holiday Park03 5774 2415
Goulburn Murray Water1800 064 184
VIC Roads13 11 70
RACV / Towing13 11 11 / 5774 2727
Plumbing (Bromley Plumbing) 0418 325 402
Electrical (Sunnyboy Electrical) 0498 196 986
Vet (Taggerty)0403 012 996 / 5773 2331
Wildlife Shelter – Shelly Stafford0419 584 099

GENERAL DUTIES OF ANNUAL HOLIDAY SITE OCCUPANTS

General duties of holiday park annual site occupants are prescribed in the Residential Tenancies Act 2020. 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 holiday 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 holiday park owner; and
- Use the site, holiday park and facilities properly and ensure that their visitors do the same.
- No occupant may traverse on any other occupant's site.

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 holiday park for any purpose that is illegal at common law or under an Act.

3. Occupants' duty to pay fees

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

4. Security

- Park management use their best endeavours' to ensure a safe and secure environment in the park, however it is highly recommended that you take the precaution of securing all items of value in and around your van, or vehicle.

5. Quiet enjoyment - occupant's duty

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

6. Occupants must keep site clean

- The occupants must keep the site clean and tidy; and
- Maintain the site, private ablution block, caravan or cabin in a manner and condition that do not detract from the general standard of the holiday park as set by the holiday park owner from time to time.

7. Occupants must not erect structures or excavate the land

- Occupants must not erect any structure on the site or in the holiday park without the prior consent of the holiday park. Under no circumstance are occupants allowed to alter the land by means of earthmoving equipment unless they have the written permission from the landowner.

8. Occupants must notify owner of and compensate for damage

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

9. Number of persons occupying site

- The occupants must not allow more than the number of persons agreed with the holiday park owner to occupy the site.
- Only those occupants named in each annual holiday site agreement are entitled to occupy the site overnight, together with their approved Visitors.
- If any Visitors are wishing to remain overnight on the site and they are not named as occupants in the annual holiday site agreement, then notification of their name and address must be provided to the holiday park owner prior to their overnight stay.
- All visitors will be invoiced for their stay either at a casual rate for overnight accommodation or at a day rate as the case may be at whatever the holiday park owner determines to be the applicable rate from time to time. If a visitor's fee remains unpaid, the occupant will be liable for such unpaid fee.
- All occupants must advise visitors of the holiday park rules and ensure that visitors comply with all relevant holiday park rules.
- All occupants must ensure that visitors vacate the Park by 10.00am on the day of departure unless a later time is agreed between the occupant's visitor and the holiday park owner.

10. Occupants must observe rules

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

11. Holiday Park owner must provide access

- The holiday 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 holiday park
 - c) provide access, during all reasonable hours, for occupants to recreational areas, laundry and communal facilities other than toilets and bathrooms.

12. Quiet enjoyment - holiday park owner's duty

- The holiday 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.

13. Holiday Park owner must keep park clean

- The holiday park owner must-
 - a) keep the common areas, gardens, roadways, paths and recreation areas in the holiday park clean and in a safe condition; and
 - b) arrange for the collection of occupant's garbage (general household waste only) from the holiday park.
 - c) For all other garbage such as hard waste, organic waste and refurbishment waste the occupant is responsible for the disposal of such garbage and this waste is not to be disposed of in the provided bins by the Holiday Park.

14. Duty of holiday park owner to maintain communal areas

- The holiday park owner must maintain, repair and keep clean and tidy laundries and other communal facilities in the holiday park.
- When repairing or renovating communal facilities, the holiday 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 holiday park owner, from time to time, to make rules relating to the use, enjoyment, control and management of the holiday park. It is the holiday park owner's duty to ensure that the holiday park rules are reasonable, and the holiday park owner must take all steps to ensure that they are observed by all occupants and are enforced and interpreted consistently and fairly.

The holiday park owner must give a copy of the holiday park rules to the principal occupant of the site.

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

If an occupant believes that a rule is unreasonable then they should discuss the matter with the holiday 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 2020 is available for reference by occupants at the holiday park main office and on the holiday park website.

Park Map

RULES APPLICABLE TO ALL OCCUPANTS AND THEIR VISITORS

All Holiday Park Occupants and their visitors, with respect to:

A1 THE MAKING AND ABATEMENT OF NOISE

- A1.1 Keep noise to a minimum at all times ensuring that there is no unnecessary noise at all between 11.00pm and 8.00am
(Exceptional circumstances may exist where the holiday park owner considers it reasonable that this rule need not be strictly applied. The prior written consent of the holiday park owner must be obtained in these instances.)

A2 VEHICLES, MOTORBIKES, VESSELS, TRAILERS & PARKING

- A2.1 Observe and obey the holiday park speed limit which is 10km/hr or less in accordance with signs.
- A2.2 Have only one motor vehicle and one boat or trailer (towable) per site unless the written consent of the holiday park owner has been obtained for an extra vehicle or vessel.
Such written consent will only be given if;
- a) vehicles and vessels are owned and used by the site occupants, and
 - b) in the opinion of the holiday park owner, a satisfactory parking place is available.
 - c) that if permission is granted that the vehicles and vessels are always parked in the designated parking area as set by the owner.
 - d) additional fees are applicable for additional vehicles and vessels as per the agreement.
- A2.3 In the absence of prior written consent from the holiday park owner, ensure that their visitor's cars are parked on the occupant's site or as directed by the owner.
- A2.4 Not carry out repairs to motor vehicles within the holiday park unless an appropriate time and place has been agreed to by the holiday park owner.
- A2.5 Not bring an unregistered or unroadworthy vehicle, vessel or towable into the holiday park without the prior written consent of the holiday park owner.
- A2.6 Not drive or ride unregistered vehicles, including UTVs and golf carts on the roads within the holiday park.
- A2.7 Not ride bicycles in the holiday park outside daylight hours.
- A2.8 Only park their vehicle in the place specified by the caravan park owner.
- A2.9 Under no circumstances should any drivers exceed .05 and zero alcohol levels are recommended for all drivers. Please note that the police can and will breath test drivers within the park from time to time;
- A2.10 No unlicensed person is to drive or be in control of any vehicle or motorbike within the holiday park.
- A2.11 Recreational riding of motorbikes is not permitted within the holiday park.

- A2.12 Boom-gate cards are for personal use only and they are not to be loaned or transferred to visitors or to any person.
- A2.13 Snobs Creek Holiday Park does not facilitate the long term storage of Vessels and PWC's.
- A2.14 If you elect to leave your Vessel or PWC longer than the permitted nightly stay, "(clause 8.1 of the schedule) and the vessel or PWC is required to be stored at a location other than your holiday site ", Long Term boat storage fees apply.

A3 QUAD BIKES, UTV'S & GOLF CARTS

- A3.1 Quad Bikes are prohibited from being used within the boundaries of Snobs Creek Holiday Park.
- A3.2 UTV and Golf Carts are permissible providing that the occupant displays and provides the owner proof of registration either full registration or recreational registration.
- A3.3 All rules subject to (A2) apply to UTV's and Golf Carts

A4 THE DISPOSAL OF REFUSE

- A4.1 Wrap garbage before placing it in the bins.
- A4.2 Not use the holiday park garbage disposal facilities for the disposal of anything other than normal household refuse.
- A4.3 In disposing of garden refuse such as leaves, lawn clippings, etc. assist the holiday park owner by either disposing of the refuse themselves or consulting with the holiday park owner as to a convenient place for collection or disposal.
- A4.4 No littering of any rubbish (including cigarette butts) is permitted.
- A4.5 Abide by the rules located at the holiday park waste collection points in reference to the effective management of all types of waste.
- A4.6 For all other garbage such as hard waste, organic waste and refurbishment waste the occupant is responsible for the disposal of such garbage and this waste is not to be disposed of in the provided bins by the holiday park.

A5 THE KEEPING OF PETS & WILDLIFE

- A5.1 Not have a pet in the holiday park without first obtaining the holiday park owner's written consent with respect to a specific pet and the pet registration form completed and signed by the owner.
- A5.2 Dispose of any animal wastes promptly and appropriately.
- A5.3 If required, provide the holiday 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.

- A5.4 Not leave a pet unattended. Dogs and pets must-
- a) be on a lead.
 - b) have access to a shelter and shade.
 - (d) be provided with adequate food and water.
- A5.5 Keep their pet under control at all times.
- A5.6 Not allow a pet to be in or near the park's communal facilities.
- A5.7 Not allow a pet to enter a hired dwelling.
- A5.8 Ensure that cats are neutered and wearing a bell unless they are always confined.
- A5.9 Not allow a pet to be a nuisance or cause distress to other park users.
- A5.10 Dogs must be always walked on leads, and under no circumstances are dogs allowed to roam freely within the holiday park.
- A5.11 Native and local animals must not be harmed in any way if there is cruelty or pain and suffering caused to native and local animals it is deemed to be a breach of the essential terms of the holiday park agreement.
- A5.12 Dangerous animals are in and around the holiday park. Holiday Park occupants and their visitors are not to interfere with their habitat or attempt to remove such animals. In situations of potential harm to humans the holiday park occupants or their visitors are to inform the holiday park owner immediately. The holiday park owner will undertake removal of such animals in accordance with local laws.

A6 SWIMMING POOL & PLAYGROUND

- A6.1 Actively supervise children under your care at the facility. Caring for children is your ultimate responsibility.
- A6.2 Children aged five and under must be within arm's reach of a responsible person always aged 16 or over. This means that if the child is in the water, they must be accompanied.
- A6.3 A maximum of two children aged five or under may be under the care of a supervising individual.
- A6.4 Children under the age of 10 must be accompanied and supervised by a responsible person always aged 16 or older.
- A6.5 Make yourself familiar with water depths in each pool and access them in a safe and responsible manner.
- A6.6 No smoking, consuming alcohol or bringing glass containers to the pool area and surrounds.
- A6.7 Comply with the decision of the Park Owner or any staff if they deny access to a pool facility to a person who appears intoxicated.
- A6.8 Follow the Park Owners or any staff request to leave the facility if your behaviour is deemed to be of an anti-social nature or is offensive to others.
- A6.9 Swimming Pool and Play Ground hours are 9am to 7pm

- A6.10 Not play ball games in the playground, in or around the amenities block or within close proximity of a dwelling.
- A6.11 Use playground equipment in the proper manner and in accordance with any rules specific to a particular apparatus.
- A6.12 Not to smoke within 10 metres of children's playground equipment that is an outdoor public place.

A7 THE USE OF COMMUNAL FACILITIES

- A7.1 Not to smoke within 10 metres of laundry or general store.
- A7.2 Not to bring glassware into laundry, swimming pool or playground areas.
- A7.3 Remove washing promptly from the washing machines, dryer or clotheslines upon the completion of washing or drying. (The holiday park owner may remove and store laundry items as a result of non-compliance.)
- A7.4 Not erect a private clothesline other than a small temporary line which is not within obvious view of other park users.

A8 THE SUPERVISION OF CHILDREN

- A8.1 Maintain sufficient periodical supervision of their children, so as to ensure that the children do not cause a nuisance or inconvenience to other occupants and visitors, management or employee of the holiday park.
- A8.2 Ensure that pre-school aged children are supervised by an adult when using the playground or wandering around the holiday park.
- A8.3 Must ensure that their children (or those of relatives or friends) do not take part in activities which may be unsafe, or which may involve risks or harm to themselves or to others.
- A8.4 Parents must ensure that their children (or those in their care and control) wear approved helmets when riding bicycles.
- A8.5 Parents must ensure that their children (or those in their care and control) do not at any time consume or have access to alcohol.
- A8.6 Support any reasonable sanctions imposed by the holiday park owner resulting from improper conduct or use of the holiday park facilities by their children.

A9 GRIEVANCES

- A9.1 Use a private, conciliatory approach to the settling of disputes with other occupants, the holiday park owner or any employee of the holiday park.

A10 VISITORS

- A10.1 Ensure that their visitors register their presence at the holiday park reception office advising the holiday park owner of the visitor's name and address and pay any fee that is required.
- A10.2 Visitors who are staying overnight must stay within the site dwelling. Under no circumstance are visitors allowed to pitch a tent, swag or bring in a caravan.

- A10.3 No more than 4 visitors are permitted to stay at a site overnight at any one time unless the owner has given the occupant written permission.
- A10.4 Visitors must abide by the park rules and if are found to breach park rules the park owner will issue a breach notice to the principal occupant or based on the severity may elect to terminate the agreement with the principal occupant.
- A10.5 The principal occupant is responsible for the behavior of their visitors and will be held accountable for any visitor breaching park rules or misconduct.

A11 FIRES & COMPLIANCE

- A11.1 Fires are permitted only in properly constructed pits no less than 50cm x 50cm x 30cm deep and must never be left unattended.
- A11.2 At all times a responsible person over the age of sixteen (16) years must be in attendance while a fire is burning.
- A11.3 No fires are to be lit on total fire ban days or days deemed by the holiday park owner as a potential high-risk day.
- A11.4 Fire regulations are posted on the public noticeboard at the reception and all persons in the park should be aware of such fire regulations.
- A11.5 All flammable material within 3m of a fire pit must be cleared and fire pits must be at least 3m from the edge of fly's, tarps, overhangs or dwellings.
- A11.6 Fires must comply strictly with CFA regulations, including as determined by the Local council the fire restriction period.
- A11.7 Each residential structure must be fitted with:
- a) portable fire extinguishers selected and installed in accordance with AS2444 (including signage) maintained to the appropriate standard and be fit for purpose (in accordance with regulation 35; and (minimum 2.5kg Dry Chemical Extinguisher)
 - b) fire blankets selected and installed in accordance with AS2444 (including signage) maintained to the appropriate standard and be fit for purpose (in accordance with regulation 35); and (minimum 1 meter x 1 meter fire blanket)
 - c) smoke alarms in accordance with AS 3786 (these may be battery operated or hardwired) maintained to the appropriate standard and be fit for purpose (in accordance with regulations 25 and 26).
 - d) every 12 months the holiday park owner must be provided with a fire compliance certificate conducted by a licensed fire compliance practitioner.
 - e) the occupant must provide a spare access key to their site and this key is to be always retained by the holiday park owner.

In Addition:

- Sites that are holding over more than a combined 40ltr of flammable, poisonous or corrosive products must manifest such products and supply the holiday park owner of such manifested items and signage erected in accordance with the dangerous goods act 1985.

A12 GENERAL CONDUCT

- A12.1 Ensure that they and their visitors do not behave in a manner that could be;
- a) offensive to other park occupants.

- b) a poor example to the children in the holiday park.
- c) injurious to the reputation of the holiday park.

A13 THE MAINTENANCE OR MODIFICATIONS TO SITES, DEWLLINGS & ABLUTIONS.

- A13.1 Occupants must not erect any structure on the site or in the holiday park without the prior consent of the holiday park owner, this also includes Solar Power Installations. Under no circumstance are occupants allowed to alter the land by means of earth moving equipment unless they have the written permission from the landowner.
- A13.2 Ensure that the dwellings are maintained in a manner consistent with the requirements of the Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2021.
- A13.3 Occupants are required to complete the holiday park development controls application form and give the holiday park owner a written plan and specifications of any repair, maintenance or improvement including Solar Panel and Electrical Connections at the site or movable dwelling for prior approval before the commencement of any work.
- A13.4 Any works carried out by the occupant must be carried out in accordance with the relevant regulations as required by Work Safe Victoria and as directed by the holiday park owner.
- A13.5 No development works are to be conducted on long weekends, school holidays or during the period of 15th December through to 31st January.
- A13.6 No development works are to commence before 9am and must cease by 5pm
- A13.7 Only cabins built with Australian compliance plates will be considered to be located within the park. Buses, containers, site sheds or owner-built cabins are not permissible under any circumstance.

A14 INSURANCE

- A14.1 It is a condition of the annual holiday site agreement that the occupant of any site is required to have their caravan and annex fully insured including;
 - a) at least \$20,000,000 PUBLIC LIABILITY cover and,
 - b) supply details annually (upon renewal of Annual Holiday Site Agreement) to the holiday park owner. Failure to provide insurance details annually will result in annual holiday site agreements to be terminated.

A15 THE SALE OR REMOVAL OF VANS & CABINS

- A15.1 If the principal occupant wishes to sell the dwelling to remain on site, the principal occupant must, if applicable,
 - a) refer to the holiday park annexure in relation to selling on site; and
 - b) where selling on site is permitted within the terms and conditions of the annexure, the principal occupant must request permission from the holiday park owner, in writing, to sell the dwelling on site, 28 days prior to entering into any agreement to sell or dispose of the dwelling: and
 - c) inform any prospective purchaser that the sale of the dwelling ends the Annual holiday site agreement; and
 - d) advise any prospective purchaser that they must make their own inquiries to the holiday park owner with respect to the prospects of entering into an agreement enabling them to occupy the site.

- A15.2 The holiday park owner reserves the right to charge a transfer fee upon the sale of the dwelling to remain on the site but may only do so if it has been agreed between the principal occupant and the holiday park owner prior to the sale.
- A15.3 The holiday park owner must act reasonably in assessing any proposal advanced by the principal occupant for the sale of the dwelling to remain on the site but is not obliged to enter into an annual site agreement with the purchaser of the dwelling.
- A15.4 When a van is removed from its site prior to the end of the annual holiday site agreement, no refund on fees will be given. Any outstanding fees must be paid prior to the removal of the van.
- A15.5 The sale of dwelling does not include transfer of the site occupancy and does not entitle the new occupant to the holiday park annual site agreement.

A16 TREES, SHRUBS, LANDSCAPING & CHAINSAWS

- A16.1 Removal of, or damage to trees or shrubs is strictly prohibited.
- A16.2 Landscaping plans must be lodged with the owner for approval prior to commencing any works.
- A16.3 No trees are to be chopped for firewood.
- A16.4 No trees are permitted to be cut down, pruned or otherwise dealt with unless with the prior approval by the owner.
- A16.5 No rope swings or swings of any type are to be attached to trees within the holiday park.
- A16.6 No signs, solar panels or other, are to be attached to any tree within the holiday park
- A16.7 No basketball rings or other leisure appliance are to be attached to any tree within the holiday park.
- A16.8 Chainsaw operation is prohibited in the park.
- A16.9 No greater than 1 cubic meter of firewood can be stored at any site at any one time.

A18 BOTTLED GAS AND GAS INSTALLATIONS

- A18.1 All occupants must ensure that any bottled gas cylinders stored on the occupant's site is stored in accordance with the current requirements of the Office of Gas Safety under the Gas Safety Act 1997 and the Australian Standard (AS5601) gas installations and Victorian Standards AS/NZS5601.1:2013 (Part 2: gas installations in caravans and boats for non-propulsive purposes) that all gas bottle connections comply with the relevant requirements.
- A18.2 Occupants will be required to provide proof that for additional gas installations, (that is: additional to the original caravan manufacturing specifications), meet the current AS/NZS 5601.1:2013 Standards and any further works to be commissioned must be completed by a licensed gas installer and a copy of the installation certificate is provided to the park owner.
- A18.3 The holiday park owner can disconnect or remove the gas source without the occupant's approval if;
- a) the occupant cannot produce a gas fitting compliance certificate.
 - b) the appliance or connections have not been carried out by a licensed gas fitting plumber.

- c) the Australian Standard AS5601 (Gas Installations Part 2: gas installations in caravans and boats for non-propulsive purpose) is in breach.
- d) remove open flue gas heaters and destroy (open flue gas heaters are illegal in Victoria)

A18.4 Only supply LPG gas cylinders to sites holding a certificate of compliance. Evidence of certification needs to be shown before delivery will take place. The State Gas regulator "Energy Safe Victoria" can enter the premises and spot check installations. For sites found to be non-compliant Energy Safe Victoria may elect to issue a probation notice and disconnect supply.

A19 PROHIBITED ITEMS

- A19.1 The following items are absolutely prohibited from the holiday park.
- a) firearms or imitation firearms of any kind, including air rifles, air guns and pellet type guns.
 - b) crossbows, and bows and arrows.
 - c) fireworks, firecrackers or any other item of that nature
 - d) Illicit drugs
 - e) Quad Bikes
- A19.2 Any person who brings any of the items referred to in Rule A 19.1 into the holiday park or uses, attempts to use or threatens to use any such item within the holiday park will be evicted from the premises and their lease agreement terminated.

A20 AIR B&B AND SUBLETTING YOUR HOLIDAY PARK SITE

A20.1 It is a breach of the terms of the Holiday Park agreement to sublet your holiday park site and this practice is deemed an essential breach of the annual agreement.

A22 SOLAR SYSTEM INSTALLATION

A22.1 Occupants must not erect any or commission any Solar Power Installations on the site or in the holiday park.

B. RULES SPECIFIC FOR OCCUPANTS OF ANNUAL HOLIDAY SITE AGREEMENT

All such occupants must, with respect to:

B1 The payment of site fees and other charges.

- B1.1 Pay an annual site fee in advance or otherwise as agreed to by the holiday park owner.
- B1.2 Pay visitors fees for any occupants other than the nominated persons whose occupancy fee is incorporated in the annual site fee in advance of the visitor's occupancy.
- B1.3 Pay electricity accounts, if applicable, within 7 days.
- B1.4 Pay sewerage and water accounts, if applicable, within 7 days.

B2 The maintenance and modification of sites and dwellings

- B2.1 Ensure that any lawn or garden on their site is maintained in a manner that does not detract from the general standard of neighbouring sites.
- B2.2 Ensure that the space beneath their dwelling is bordered, screened or managed in such a way as to not detract from the general standard of neighbouring sites.
- B2.3 Ensure that trees on, or bordering, their site are adequately watered.
- B2.4 Not establish a garden without the holiday park owner's approval. The holiday park owner reserves the right to veto any plans for gardens if in the opinion of the holiday park owner such plans are inconsistent with the general style of garden adopted in the holiday park.
- B2.5 Maintain any garden on their site such that it does not detract from the general standard of neighbouring sites.
- B2.6 Upon vacating the holiday park, if so desired by the holiday park owner, remove any structural alterations, (including gardens), made to the site or dwelling thus returning the site and/or dwelling to a state and condition as near as practicable to the state and condition of the site and/or dwelling prior to the commencement of occupancy.
- B2.7 Not plant any trees unless done so with the understanding that the tree shall be a gift to the holiday park owner should the occupant vacate the site.
- B2.8 Not extend, alter, modify or attach any fixtures including solar panels to any site or dwelling within the holiday park without first obtaining the holiday park owner's approval.
- B2.9 Occupants are required to complete the holiday park development controls application form and give the holiday park owner a written plan and specifications of any repair, maintenance or improvement to the site or moveable dwelling for prior approval before the commencement of any work.
- B2.10 Any works carried out by the occupant must be carried out in accordance with the relevant regulations as required by Work Safe Victoria and as directed by the holiday park owner.
- B2.11 Other Structures such as outdoor showers or outdoor toilets and free-standing carports are strictly forbidden.

HOLIDAY PARK POLICIES

The following policies 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 6 monthly on the 1st of July and the 1st of January each year. The holiday park owner will however honour any prices quoted at the time of a booking or signing of an annual holiday site agreement and any prices referred to in a current annual publication which has been supplied with a price list by the holiday park owner.

Debt collection and recovery of unpaid money

If the Occupant fails to make any payment payable pursuant to the payment terms or breaches any of the schedule obligations or agreements, the Occupant shall be in default.

The Holiday Park Owner may charge interest on all amounts not paid by the Occupant within the term for payment at a rate of 2.5% higher than the rate for the time being fixed under Section 2 of the Penalty Interest Rates Act 1983 (Vic.) as at the date of the default, per calendar month calculated from the due date and accruing daily until the date of payment.

If the Occupant is in default the Occupant must reimburse and indemnify the Holiday Park Owner from and against all expenses, costs and disbursements incurred by the Holiday Park Owner in pursuing the debt including all reasonably charged legal costs on a "solicitor and own client" basis and the fees charged to the Holiday Park Owner by any mercantile agency. If the Occupant fails to pay any amount by the due date, the Holiday Park Owner may at its sole discretion:

- (a) cancel all access to the Holiday Park;
- (b) change credit payment terms including require cash pre-payment for any further services provided.
- (c) provide to a credit reporting agency details of the payment default.
- (d) commence legal proceedings against the Occupant (and any guarantors) for outstanding amounts, interest and costs.
- (e) decline to supply any services to the Occupant and terminate this and any other agreement with the Occupant, and
- (f) exercise any other rights at law including pursuant to the Personal Property Security Act 2009.

A certificate of debt signed by a representative from the Holiday Park Owner shall be prima facie evidence and proof of money owing by the Occupant to the Holiday Park Owner at the time of the certificate.

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 which come to mind might include special celebrations, group functions and entertainment. Such occasions may be planned by the holiday park owner or alternatively a holiday park occupant. In the case of the latter full consultation with the holiday park owner is expected such that any parameters may be mutually agreed and the privilege not subject to abuse. At all times the privacy and peace and quiet of uninvolved occupants must be considered.

Visitors

Within reason, occupant's visitors are welcome in the holiday park. Occupants must accept responsibility for their visitors. There is no charge for day visitors staying 3hrs or less. Visitors staying more than 3hrs but leaving before 10pm are required to pay a day visitor fee. Visitors staying overnight are required to pay an overnight visitor's fee. It is expected that day visitors will vacate the holiday park by 10.00pm or they will be considered as overnight guests should they choose to stay beyond 10.00pm.

Park occupants who anticipate having a visitor stay overnight must, when registering their visitor in accordance with the park rules, pay the appropriate fee. The overnight visitor's fee is that which applies for additional occupants of sites or dwellings as set by the holiday park owner from time to time.

Grievances

It is the holiday 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 owner's 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 judgement with respect to a breach of duty by an occupant. In the case of a breach may result in the caravan park owner terminating any agreement. A breach of duty by an occupant will be dealt with in accordance with the relevant provisions of the Residential Tenancies Act.

Disciplining of Children

Children who misbehave in the playground or the holiday park generally will normally be reminded of what constitutes acceptable behaviour before any other action is taken. If a child continues to behave in an unacceptable manner the caravan park owner reserves the right to impose a reasonable sanction on the child. For example, the child may be refused use of the playground area for a period of time. It is expected, in accordance with the holiday park rules, that parents will support the holiday park owner with respect to any reasonable sanctions imposed.



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accounts@snobscreek.com.au

I acknowledge that I have read and understood the Snobs Creek Holiday Park Information, Rules and Policies in its entirety and agree to abide by them.

Name: _____

Signature: _____

Date: _____