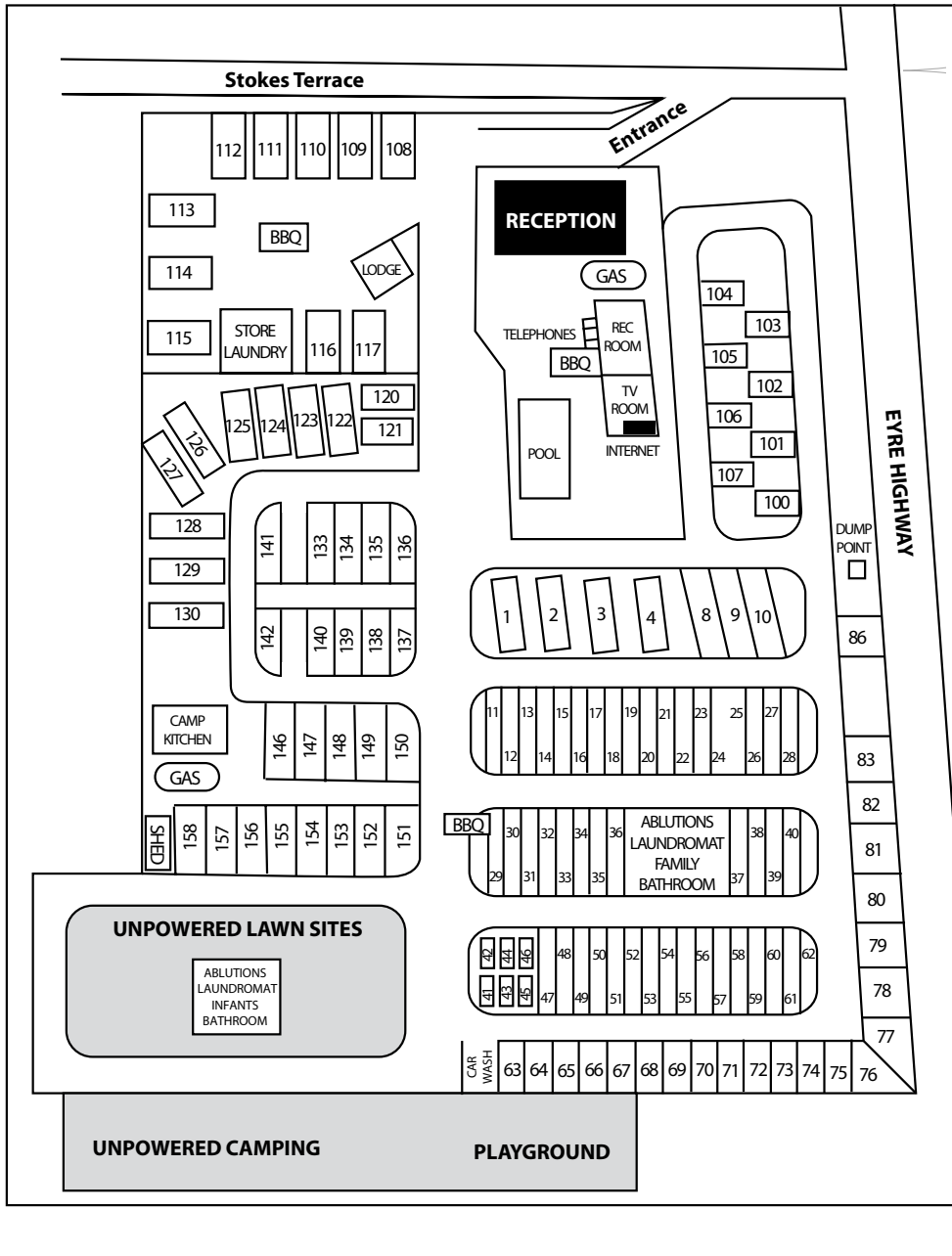


PARK MAP



Port Augusta

Big 4 HOLIDAY PARK



Guest Information Booklet

Port Augusta BIG4 Holiday Park

Cnr Highway 1 & Stokes Terrace

Port Augusta SA 5700

T: (08) 8642 2974

F: (08) 8642 6455

E: portaugusta@aspensparks.com.au

Freecall: 1800 833 444

AAA RATING ★★★★★

Bankcard / Mastercard / Visa
Sorry no pets

aspensparks.com.au

Something for everyone

Welcome to our Park

Thank you for choosing to stay with us at Port Augusta BIG4 Holiday Park.

The following information is provided to make your stay more enjoyable.

Office Hours	Daily 8.00am - 7.00pm After hours arrivals till 9.00pm.
Check Out	10.00am. If you require a late checkout please enquire at Reception. Late departures may incur an extra charge. If you plan to leave prior to 8.00am, please drop key in box at office door.
Extend your stay	You are welcome to stay as long as you wish at our Park. However, due to advance bookings, we can only guarantee your cabin or site to the departure date shown on your receipt. To save any inconvenience you should advise the office prior to your departure date if you wish to extend your stay.
Forward Bookings	To assist with your travel arrangements we can book you into other Aspen Parks within the group or other BIG4 Parks around Australia.
Cancellation Policy	Where a booking is cancelled 29+ days prior to the arrival date a fee equivalent to one nights accommodation will be charged as a cancellation fee. Where a one (1) night booking is cancelled 15-28 days prior to arrival a cancellation fee of one night's accommodation charge will be made. Where a two plus (2) night booking is cancelled 15-28 days prior to arrival a cancellation fee of 50% of the total value of the booking will be made. Where a booking is cancelled less than 14 days prior to arrival no refund applies. No refund for early departure. Park Management reserves the right to relocate or cancel any booking at its discretion. All cancellations must be in writing direct with the park. Note: Accommodation discounts i.e. BIG4 or Top Tourist will not be honoured for bookings made through the Aspen Parks website or other third party websites. Aspen Parks, BIG4 & Top Tourist discounts are accepted for bookings made direct with the property. i.e. Telephone, Fax or Email.
Communication	Phone Located outside the TV/Rec room. Fax Service available at reception for a small fee. Mail Visitors mail can be collected from reception during office hours. Television Channels available - Austar to all en-suite cabins and ABC GTS/BKN, Southern Cross Ten and SBS.
Vehicle Wash Bay	Please do not wash cars, boats or caravans on site. Please enquire at reception for use of a wash down area.
Reticulation	Is used throughout the Park at various times. Please do not leave property prone to water damage outside.
Torches	It is suggested to carry torches at all times during the dark hours to prevent personal injury.
Wildlife	Please do not feed or approach the wildlife, it can have a detrimental effect on their natural diet, behaviour and health. Snakes have been sighted in the Park, if you see a snake do not approach and please inform the Park management immediately.
Emergencies	If the office is closed please use nightbell located on the right hand side of the office or telephone office after hours on 1800 833 444. Emergencies 000

Service Directory

Hospital	8648 5500
Dentist	All Dental. 8641 0085 Barber
Doctor	Westside Medical Centre 8642 2100
Banks	ANZ, CBA, NAB, WBC, Bank SA, CPS/CU
Churches	All Saints Catholic 8642 2187 Anglican 8642 2487 Uniting 8642 0329 Salvation Army 8642 0767
Services	Public Library - For email and internet services USB & Wireless Art & Craft Galleries Wadlata Outback Tourist Information Centre 8642 4511 Theatre & Cinema 8642 9299



Swimming Pool Policy

Children under the age of 12 require adult supervision. Under Health Department regulations the following are NOT permitted in the pool or pool area:

FOOD

ALCOHOL

GLASS

SMOKING

RUNNING IN POOL AREA

BOMBING / DIVING

POOL TOYS

SPLASHING

To keep our pool a safe, enjoyable and pleasant facility for all of our guests of all ages to use, we require that you take note of the above and adhere to the above rules at all times.

Park Facilities

LPG	Refills are available during office hours only. Please ensure your bottles are in date.
Laundry	Laundry facilities are located at the amenities blocks. Opening times and change are available from the office during office hours.
Clothes Line	Located near the laundry block. Guests are asked not to hang laundry around their sites or accommodation units.
BBQ's	Free barbeques are located at the camp kitchen and outside TV/ Rec room. Please leave BBQ's clean after use for other guests.
Cleaning	Ablution blocks are closed for cleaning each day. Please check the times at the entrance of each block.
Rubbish	Bins are located near each site. Please wrap all rubbish before placing in bins.

Park Policies

PLEASE NOTE: ALL ACCOMMODATION UNITS ARE NON-SMOKING

Noise	For the comfort of all guests no undue noise is permitted after 10.00pm. Visitors intending to stay overnight must be registered as guests.
Speed Limit	At all times a strict limit of 8 kilometres per hour throughout the Park.
Sites	Excessive electric cords to be neatly run and off the ground. Please do not erect temporary clothes lines around your site. Water waste to be emptied into sullage provided. Please leave accommodation clean and tidy or a cleaning charge may apply.
Vehicles	Only one vehicle per site. No repairs to be carried out in the Park. Vehicles are not to be driven over or parked on vacant sites.
Visitors	Are welcome while you are present and must park in the visitor's carpark. You are responsible for your guest's behaviour. All guests should please register at reception prior to staying overnight or longer.
Fish	No cleaning of fish allowed in the Park. Please clean them before you bring them home.
Pets	No dogs or pets are permitted in the Park at anytime.
Children	All children under 12 years of age require supervision by parent or guardian in the swimming pool area and ablution blocks at all times. Children are not to play around the ablution blocks or on other sites.
Bicycles	Bicycles are not to be ridden in the park after sunset, around pathways and road entrance to the park. It is the parents responsibility to ensure their children wear helmets in the park if riding bicycles. Scooters, skateboards, rollerblades and unregistered motor vehicles are NOT permitted in the park.

Parents are responsible for controlling and supervising the behaviour of their children, for their own safety and the comfort of others.

WARNING! PLEASE DO NOT LEAVE ANY PERSONAL ITEMS OF VALUE OUTSIDE YOUR ACCOMMODATION/SITE. PETTY THEFT CAN OCCUR.



Who is Aspen Parks?

Aspen Parks is one of Australia's largest resort park operators and a leading provider of accommodation within the industry.

However, our main aim is not only to become the biggest resort park operator in Australia, but to set new standards in the delivery of service and accommodation alternatives. Be it a family on a holiday or a weary traveller looking for a well earned rest, we will be there for you.

Something for everyone...

We believe our people, our service and more importantly you, are the most important part of our business. If you have any great ideas on how we can improve on our standard of service please feel free to speak to one of our park managers or return to us, free of charge, a comment card, we welcome the feedback. It's one way we feel we can offer that little bit extra to ensure you and our other guests have a great stay.

We welcome you to join our adventure as we grow into Australia's leading provider of resort park accommodation. For updates on our newest acquisition, or great deals on offer at our current parks go to

aspenparks.com.au



Aspen Parks Property Fund

Aspen Group as managers of the Aspen Parks Property Fund are proud to present an exciting new property based investment opportunity known as the **Aspen Parks Property Fund**.

Aspen Parks is a Western Australian based, unlisted property trust with a mandate to acquire a minimum of \$150 million worth of resort park assets under management. With over 2000 investors within our trust, we aim to grow our operations Australia wide.

The Aspen Parks Property Fund represents an investment opportunity in an established and growing industry, which is predominately property based. The attractive income distribution, capital growth potential, and host of other features make this an ideal investment for private investors and superannuation funds both large and small.

For more details about the fund and to join our mailing list please contact us via one of the following options:

Telephone: Freecall 1800 220 840
Email: info@aspenparks.com.au
Register Online: aspengroup.com.au

Something for everyone!

