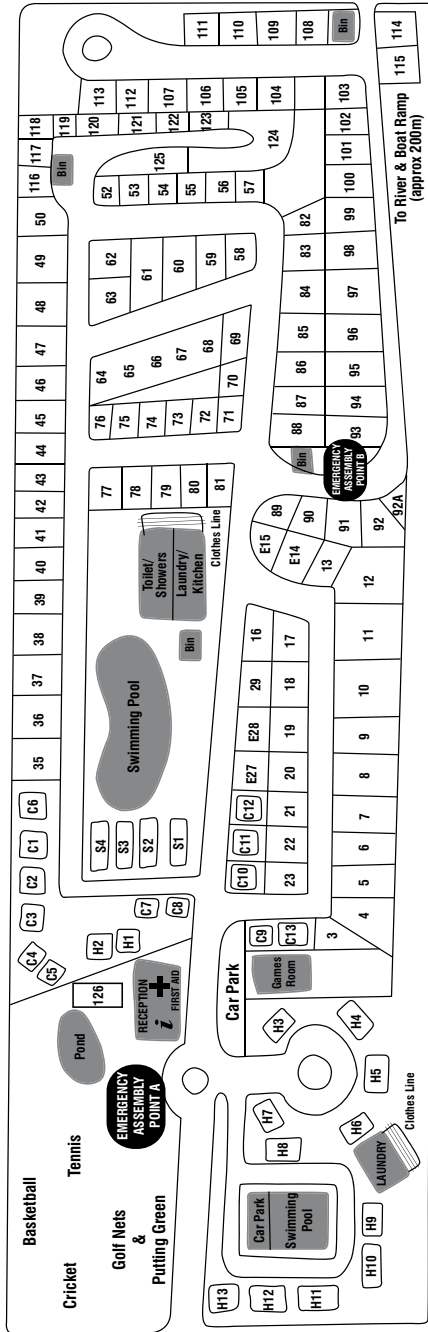


# PARK MAP



**Legend**  
 C Standard Cabin  
 E Ensuite Site  
 H Holiday Cabin  
 S Spa Unit  
 Note: H12 & H13 are 3 bedroom cabins  
 C9 - C13 are medium cabins

**ASPEN  
PARKS**

# A Shady River HOLIDAY PARK

**BIG4**  
HOLIDAY PARKS

## Guest Information Booklet

### A Shady River Holiday Park

Merool Lane  
 Moama NSW 2731  
 T: (03) 5482 5500  
 F: (03) 5480 9358  
 E: shadyriver@aspenparks.com.au  
**Freecall: 1800 674 239**

AAA RATING ★★★★★  
 EFTPOS / Mastercard / Visa  
 Sorry no pets

*Something  
for everyone*

[aspenparks.com.au](http://aspenparks.com.au)

## Welcome to our Park

Thank you for choosing to stay with us at A Shady River Holiday Park.  
The following information is provided to make your stay more enjoyable.

<b>Office Hours</b>	Daily 8.00am - 6.00pm
<b>Check Out</b>	10.00am. If you require a late checkout please enquire at Reception. Late departures may incur an extra charge.
<b>Extend your stay</b>	You are welcome to stay in our Park up to 28 days. 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.
<b>Forward Bookings</b>	To assist with your travel arrangements we can book you into other Aspen Parks within the group or other BIG4 Parks around Australia.
<b>Cancellation Policy</b>	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.
<b>Communication</b>	<b>Fax</b> Service available at reception for a small fee. <b>Mail</b> Visitors mail can be collected from reception during office hours. <b>Television</b> Channels available - ABC, PRIME, WIN, SOUTHERN CROSS & SBS.
<b>Vehicle Wash Bay</b>	Please do not wash cars, boats or caravans on site. Please enquire at reception for use of a wash down area. A small fee is applicable.
<b>Reticulation</b>	Is used throughout the Park at various times. Please do not leave property prone to water damage outside.
<b>Torches</b>	It is suggested to carry torches at all times during the dark hours to prevent personal injury.
<b>Wildlife</b>	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.
<b>Emergencies</b>	If the office is closed please call on the intercom located on the right hand side of the office door or telephone: <b>Ambulance</b> 000 <b>Fire</b> 000 <b>Police</b> 000

## Service Directory

<b>Fire - Ambulance - Police</b>	000
<b>Echuca Hospital</b>	PH: 5485 5000
<b>Moama Police</b>	PH: 5482 0099
<b>Echuca Police</b>	PH: 5482 2255
<b>RACV - Roadside Assistance</b>	131 111
<b>NRMA - Roadside Assistance</b>	131 111
<b>Search &amp; Rescue</b>	PH: 5482 6510
<b>Echuca SES</b>	PH: 5480 2293
<b>Echuca Moama Taxis</b>	PH: 5482 2700 / 131 008
<b>Emergency From Mobile Phones</b>	112
<b>Text Emergency Call</b>	106
<b>Medical Centres:</b>	
<b>Rich River Health Group, 214 Ogilvie Ave, Echuca</b>	PH: 5480 6700
<b>Nish Street Medical Practice, 91 Nish St, Echuca</b>	PH: 5480 6001

## Swimming Pool Policies

Children must be accompanied by an adult at all times.  
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

<b>LPG</b>	Swap 'n' Go only. Please ensure your bottles are in date.
<b>Laundry</b>	Laundry facilities are located in ablution block 1. Opening times and change are available from the office during office hours.
<b>Clothes Line</b>	Located near the laundry block. Guests are asked not to hang laundry around their sites or accommodation units.
<b>BBQ's</b>	Barbeques are located near pool area. Please leave BBQ's clean after use for other guests.
<b>Cleaning</b>	Ablution blocks are closed for cleaning each day. Please check the times at the entrance of each block.
<b>Rubbish</b>	Please wrap all rubbish before placing in bins.

## Park Policies

**PLEASE NOTE: ALL ACCOMMODATION UNITS ARE NON-SMOKING**

<b>Noise</b>	For the comfort of all guests no undue noise is permitted after 10.00pm. Visitors intending to stay overnight must be registered as guests.
<b>Speed Limit</b>	At all times a strict limit of walking pace throughout the Park.
<b>Sites</b>	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.
<b>Vehicles</b>	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 or grassed sites.
<b>Visitors</b>	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 & pay on arrival.
<b>Fires</b>	Fires are not permitted in the park at any time.
<b>Fish</b>	No cleaning of fish allowed in the Park. Please clean them before you bring them home.
<b>Pets</b>	No dogs or pets are permitted in the Park at anytime.
<b>Children</b>	Children to be supervised at all times in the swimming pool area, games room and ablution blocks. Children are not to play around the ablution blocks or on other sites.
<b>Bicycles</b>	Bicycles are not to be ridden in the park after sunset, through or around permanent residents sites. Helmets must be worn at all times by adults and children in the park. <b>Scoters, skateboards, rollerblades and unregistered motor vehicles are NOT permitted in the park.</b>

*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](http://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](mailto:info@aspenparks.com.au)  
**Register Online:** [aspengroup.com.au](http://aspengroup.com.au)

*Something for everyone!*

