



## Welcome to our Park

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

<b>Office Hours</b>	Mon to Fri 8.00am - 6.00pm / Sat & Sun 8.00am - 5.00pm
<b>Check Out</b>	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 call into the office the day before for your key refund.
<b>Extend your stay</b>	Due to advance bookings, we can only guarantee your van 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 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>Phones</b> Public phones available at the front of the office. Change or phone cards are available from the office during office hours. <b>Fax</b> Service available at reception for a small fee. <b>Mail</b> Standard mail will be kept in letterboxes. Oversized mail and parcels will be kept in the office for collection. <b>Television</b> There are 4 Channels available - ABC, GWN, WIN & SBS.
<b>Vehicle Wash Bay</b>	Car wash facility located at the front of the park. A small fee applies, see reception.
<b>Recreation Room</b>	Located at the side of the office. Please leave tidy when you leave.
<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>Emergencies</b>	If the office is closed, please call on intercom located on the left hand side of the office door or telephone <b>Ambulance, Fire, Police</b> <b>Ph: 000</b> Karratha Police Ph: 9143 7200 St Johns Ambulance Ph: 9185 1222 FESA Ph: 9143 1227

## Service Directory

<b>Doctor</b>	Karratha Medical Centre Gemini Medical Centre	Ph: 9185 3555 Ph: 9187 1015
<b>Dentist</b>	Nickol Bay Dental Clinic Pilbarra Dental Care	Ph: 9144 1470 Ph: 9185 5600
<b>Optometrist</b>	OPSM	Ph: 9143 1208
<b>Taxi</b>	Karratha Taxis Premier Taxis Australia Wide Taxis	Ph: 13 13 30 Ph: 9185 3222 Ph: 13 10 08
<b>Post Office</b>		Ph: 9185 3320
<b>Churches</b>	<b>Anglican</b> 1483 Samson Way, Karratha	Ph: 9144 2594
	<b>Baptist</b> Gawthorne Drive, Karratha	Ph: 9185 4008
	<b>Catholic</b> Welcome Road, Karratha	Ph: 9185 1443
	<b>Salvation Army Family Church</b> 2 Bond Place, Karratha	Ph: 9185 2148
<b>Banks</b>	ANZ Bankwest NAB Commonwealth Westpac United Credit	Ph: 13 13 14 Ph: 13 17 18 Ph: 9158 7730 Ph: 9185 1622 Ph: 9185 2655 Ph: 13 16 12
<b>Road Report</b>	Road Condition Report	Ph: 138 138
<b>Cyclone Watch</b>	Please ensure that you contact the front office if you haven't received a cyclone procedure pack.  Stay tuned to the ABC radio (702am) and by phoning the cyclone watch number for up to date information.  To track cyclones on-line visit <a href="http://www.bom.gov.au/weather/wa">www.bom.gov.au/weather/wa</a>	Ph: 1300 659 210

## 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** One or two vehicles maybe parked in front of sites depending on the location. No repairs to be carried out in the Park. Vehicles are not to be driven over or parked on vacant sites or grassed 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 pets (except birds and fish) are permitted in the Park.
- 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.
- Children** All children must be supervised by a parent or guardian in the ablution blocks and other amenities at all times. Children are not to play around the ablution blocks or on other sites.
- Bicycles / Scooters** May be ridden on the roads within the park boundary at a sensible speed (park limit 8km/hour). Helmets must be worn at all times.

**Skateboards, rollerblades and unregistered motor vehicles are NOT permitted in the park.**

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

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

## Swimming Pool Policy

**All children must be accompanied by an adult.**

**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

## Park Facilities

- Internet Kiosk** Available in Recreation Room. Access cards available at Reception.
- LPG** Refills are available during office hours only. Please ensure your bottles are in date.
- Laundry** Laundry facilities are located with the ablution blocks. Opening times and change are available from the office during office hours.
- Clothes Line** Located throughout the park. Guests are asked not to hang laundry around their sites or accommodation units.
- BBQ's** Barbecues are centrally located in the park. Please leave BBQ's clean after use for other guests.
- Cleaning** Ablution blocks are closed for cleaning once per day.
- Rubbish** Bins are located near each side of the ablution blocks.  
Please wrap all rubbish before placing in bins.
- Chemical waste** **Liquid chemically treated waste only!**  
Please empty in the LOW STAINLESS STEEL SINK situated in the laundry at the back on the left hand side.
- Dump Points** Located at the entrance to the park down the centre of Row 6.



## 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 \$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)

