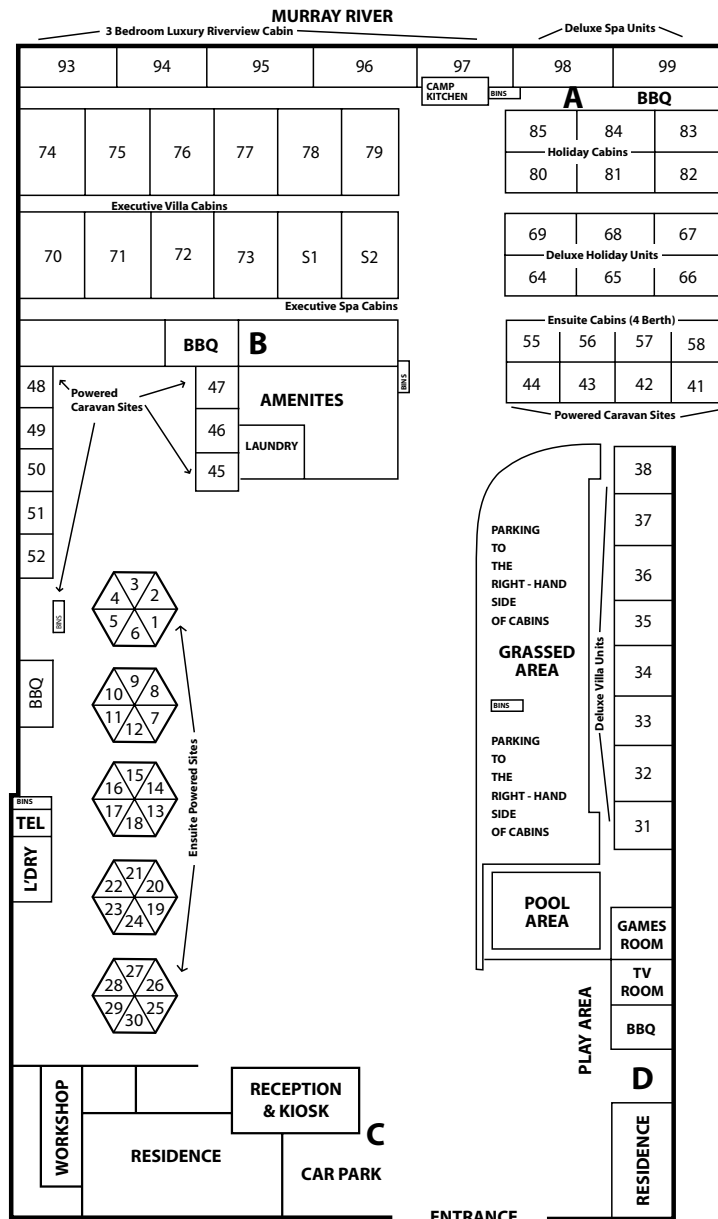


PARK MAP



A,B,C & D = Emergency Assembly Point

ASPEN
PARKS

Golden River HOLIDAY RESORT

BIG4
HOLIDAY PARKS

Guest Information Booklet

Golden River Holiday Resort

199-205 Flora Avenue

Mildura VIC 3500

T: (03) 5021 2299

F: (03) 5021 1364

E: goldenriver@aspensparks.com.au

Freecall: 1800 621 262

AAA RATING ★★★★★

EFTPOS / Mastercard / Visa

Sorry no pets

*Something
for everyone*

aspensparks.com.au

Welcome to our Park

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

Office Hours	Daily 8.00am - 6.00pm
Check Out	10.00am. If you require a late checkout please enquire at Reception. Late departures may incur an extra charge.
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.
Refund Policy	Where a booking is cancelled 30+ days prior to the booking date a refund less a \$30 cancellation fee will be made. Where a booking is cancelled 14 - 30 days prior to arrival a 50% refund is applicable. Where a booking is cancelled less than 14 days prior to arrival no refund applies. No refund for early departure, outside 30 minutes after check in. Park Management reserves the right to relocate or cancel any booking at its discretion.
Communication	Phones Located at the left-hand side near small Laundry, refer to map. Fax Service available at reception for a small fee. Mail Visitors mail can be collected from reception during office hours. Television Channels available - ABC, PRIME, WIN, SBS & TEN - with Digital Set Top Box
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 call on the intercom located on the right hand side of the office door or telephone: Ambulance 000 Fire 000 Police 000

Service Directory

Newspapers	Available from the reception/kiosk at 8am - 6pm 7 days a week. To ensure you get a newspaper please reserve them at reception/kiosk.
Mildura Visitors Information & Booking Centre	180 - 190 Deakin Ave, Mildura PH: (03) 5018 8380
Fishing	You do require a NSW fishing Licence to fish in the Murray River. Got One Fishing & Tackle - for bait, NSW fishing licence, fishing tackle 117 Lime Ave, Mildura PH: (03) 5022 8444
Doctor	Dr John Buckley 67 Commercial Street, Merbein PH: (03) 5025 2511
Dentists	Tankard Dental Surgery 155 Langtree Ave, Mildura PH: (03) 5022 2933 PH: (03) 5021 2223 After Hours Emergencies AH: 0419 381 125

Swimming Pool Policies

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 in the ablution block and left hand side near phone - refer to map. Opening times and change are available from the office during office hours.
Clothes Line	Located near the laundry blocks. Guests are asked not to hang laundry around their sites or accommodation units.
BBQ's	Free barbeques are located at various places around the park - refer to map. 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 around the park - refer to map. 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 5 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 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 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.
Amenities	Children under 12 years of age must have a guardian accompany them to conveniences at all times. Scooters, skateboards, rollerblades and unregistered motor vehicles are NOT permitted in the park..
Bicycles	Bicycles are not to be ridden in the park after sunset, through or around cabins or sites. It is the parents responsibility to ensure their children wear helmets in the park if riding bicycles. Parents are responsible for controlling and supervising the behaviour of their children, for their own safety and the comfort of others.
WARNING!	PLEASE DON'T 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 1300 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!

