



ASPEN
PARKS

Boathaven

HOLIDAY PARK



Guest Information Booklet

Boathaven Holiday Park

33 Boathaven Road

Ebden VIC 3691

T: (02) 6020 6130

F: (02) 6020 6066

E: boathaven@aspensparks.com.au

Freecall: 1800 352 982

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

Hours:	Office:	8.00am - 6.00pm Off Peak 8.00am - 8.00pm Peak Season
	Kiosk:	8.00am - 6.00pm
	Pool:	7.00am - 8.00pm Heated seasonally Sept. to April
	Spa:	9.00am - 8.30pm
	Games Room:	10.00am - 9.30pm
	Tennis Court:	9.00am - 10.00pm
	Trampoline:	9.00am - dusk
	Playground:	8.30am - dusk
	Entertain. Complex	9.00am - 10pm (at Manager's discretion)
	Jumping Pillow:	9.00am - 6.00pm (Please do not let children jump while pillow is inflating and deflating)
	Other costs:	Spa:
Tennis:		No Charge (without lights) \$6.00 per hour (with lights) \$10.00 Deposit on racquets
Canoe Hire:		Seasonal (Depending on water level)
Table Tennis:		\$5.00 Deposit on bats
Basketball:		\$10.00 Deposit on ball
Volleyball:	\$10.00 Deposit on ball	
Checkout:	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 and require a refund on your key, please call into the office the day before.	
Forward Bookings:	To assist with your travel arrangements, we can book you into other Aspen Parks 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:	Public Phone:	Located 40m from the office, near the visitor carpark
	Internet:	Unfortunately we are not able to offer this service
	Fax:	Service available at reception for a small fee
	Television:	We operate on the Melbourne channels – SBS, ABC, Win (9), Prime (7), Ten (10)
Emergencies:	If the office is closed, please call on the intercom located on the left hand side of the office door, or telephone 60 206 779. Or for Police, Fire or Ambulance dial 000	

Park Policies

For everyone to enjoy their holiday in a safe and quiet environment, please adhere to the following policies. Please feel free to report to the office if any person is seen not to adhere to these policies, or if you have any problems or concerns.

PLEASE NOTE: ALL ACCOMMODATION UNITS ARE NON-SMOKING

Noise	For the comfort of all guests no undue noise is permitted between 10.00pm and 8.00am
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 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 (including day visitors) should register at reception and pay the appropriate fee.
Fish	No cleaning of fish allowed in the Park. Please clean them before you bring them back to the park.
Pets	No dogs or pets are permitted in the Park at anytime.
Children/Teenagers - Congregation after 10.30pm	All children require supervision by a 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. Congregation of unsupervised children and teenagers after 10.30pm within the Park is strictly forbidden. All children and teenagers must return to their site and under the supervision of an adult by this time, ceasing all unreasonable noise by 11.00pm. Site holders are responsible to ensure their children follow this policy. Failure to comply may result in you being asked to vacate the Park.
Bicycles	Bicycles are not to be ridden in the park after sunset. It is the parents responsibility to ensure their children wear helmets in the park if riding bicycles and that the 8km speed limit is adhered to.
Motorised Vehicles	Motorised unregistered vehicles are not to be operated in the park. Motorised vehicles are not to be driven by unlicensed drivers.
Playgrounds	No use of trampolines and playground after dusk or before 9.00am.
Water Bombs	The use of water bombs is prohibited.
Bunk Beds	Children under the age of 9 years are not permitted to use the top bunk; children must not play on top bunk.
Water	The water supply to the Park is pumped up from the Lake and held in settlement tanks before transfer to the Park. You may prefer to boil the water before drinking. Alternatively, drinking water is available for purchase from our office. <i>Parents are responsible for controlling and supervising the behaviour of their children, for their own safety and the comfort of others.</i>
WARNING!	PLEASE DO NOT LEAVE ANY PERSONAL ITEMS OF VALUE OUTSIDE YOUR ACCOMMODATION/SITE, PETTY THEFT CAN OCCUR.

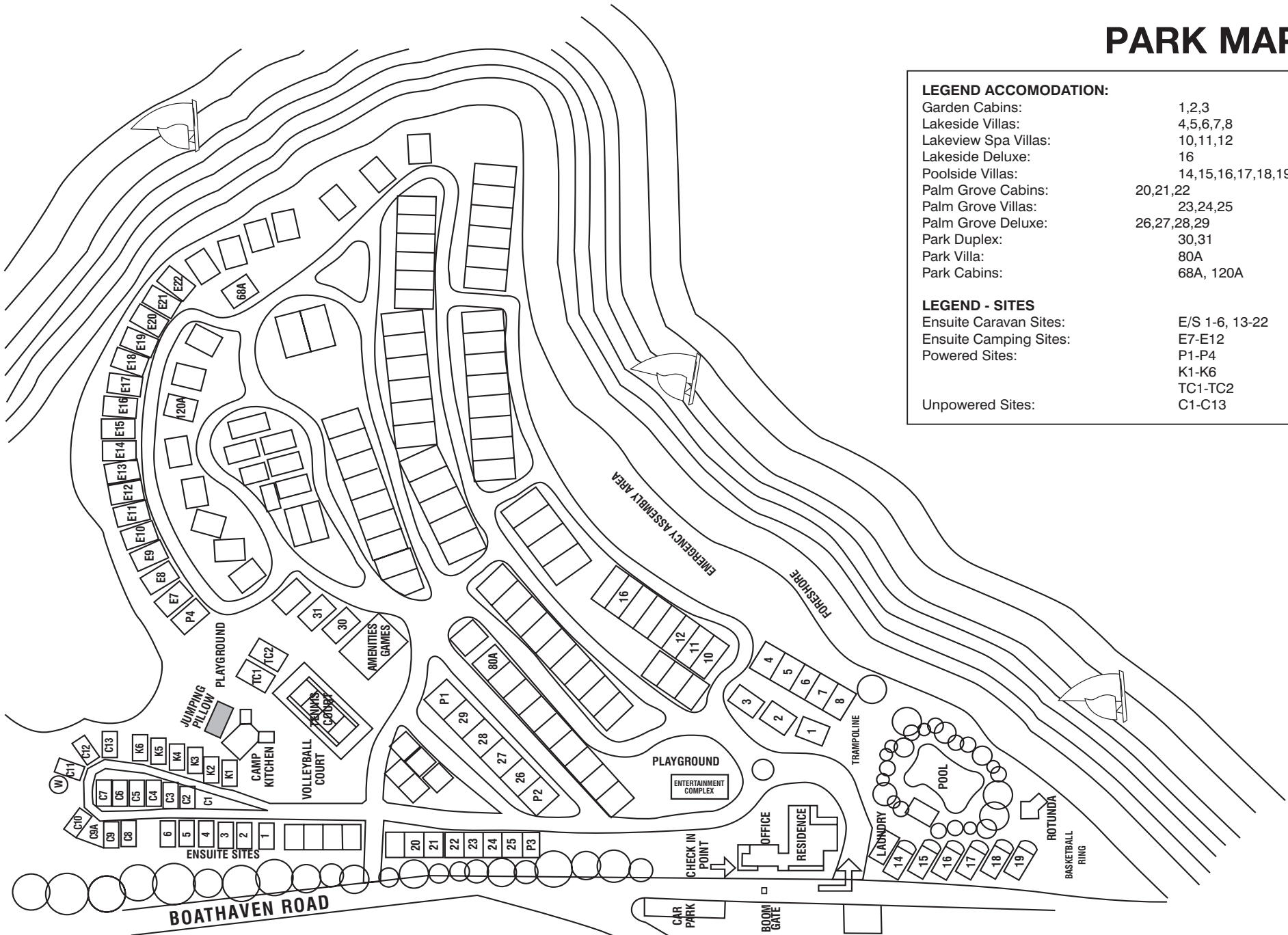
PARK MAP

LEGEND ACCOMODATION:

Garden Cabins:	1,2,3
Lakeside Villas:	4,5,6,7,8
Lakeview Spa Villas:	10,11,12
Lakeside Deluxe:	16
Poolside Villas:	14,15,16,17,18,19
Palm Grove Cabins:	20,21,22
Palm Grove Villas:	23,24,25
Palm Grove Deluxe:	26,27,28,29
Park Duplex:	30,31
Park Villa:	80A
Park Cabins:	68A, 120A

LEGEND - SITES

Ensuite Caravan Sites:	E/S 1-6, 13-22
Ensuite Camping Sites:	E7-E12
Powered Sites:	P1-P4 K1-K6 TC1-TC2
Unpowered Sites:	C1-C13



Swimming Pool Policies

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

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. The pool is heated seasonally (September to April).

All children under 12 years of age require supervision by a parent or guardian in the swimming pool area.

Park Facilities

LPG	Refills are available during office hours only. Please ensure your bottles are in date.
Laundry	Laundry facilities are located at the main amenities block and at the Poolside Villa Laundry. Guests are asked not to hang laundry around their sites or accommodation units.
Clothes Line	These are located near the main amenities block and at the Poolside Villa Laundry. Guests are asked not to hang laundry around their sites or accommodation units.
BBQ's	Barbeques are located at the Camp Kitchen, Poolside Rotunda, and various locations around the Park. Please leave BBQ's clean after use for other guests.
Cleaning	The Amenities Block is closed daily for cleaning.
Rubbish	Bins are located near each site. Please wrap all rubbish before placing in bins.
Entertainment Complex	This facility is available for use, at the discretion of Management, between 9.00am and 10.00pm. Please make arrangements <u>during office hours</u> if you wish to use this facility. <ul style="list-style-type: none">• Kids Club (school holidays as advertised)• Movies (school holidays as advertised)• TV Room (please make arrangements at office)• Private Functions (booking required)• Conferences (booking required)

Children (16 and under) in the Complex must have parental supervision at all times.

Service Directory

Listed below are some phone numbers that may be useful during your stay with us.

Doctors:	Albury-Wodonga Family Medical Centre 7 Elgin Boulevard, Wodonga Tel: 6024 3588 Elmwood Medical Centre 291 Beechworth Road, Wodonga Tel: 6056 2011
Hospitals:	Wodonga Regional Health Services Cnr. Wilson & Vermont Streets, Wodonga Tel: 6051 7111 Albury Base Hospital Borella Road, Albury Tel: 6058 4444
Wodonga Taxis:	6024 3444
RACV:	13 1111
Dining Out:	Blazing Stump Hotel Thomas Mitchell Drive, Wodonga Tel: 6024 2041 Hollywood's Pizza Café Cnr. High St & Thomas Mitchell Dr. Wodonga Tel: 6024 1788 Commercial Club 618 Dean Street, Albury Tel: 6021 1133 SS&A Club Olive Street, Albury Tel: 6041 2222
Golf Clubs:	Thurgoona Golf Club – 6043 1902 SS& A Wodonga Golf Club – 6059 1813 Commercial Albury Golf Club – 6057 2801



**ASPEN
PARKS**

Who is Aspen Parks?



**ASPEN
GROUP**

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

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.

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 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 our guests have an enjoyable 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 Funds Management, as the manager and responsible entity for Aspen Parks Property Fund, is proud to present an exciting opportunity to invest in the holiday park industry.

The holiday and accommodation park industry was identified by Aspen as having all the hallmarks of a successful property investment with its diverse land locations, robust income streams and capital growth potential. Aspen Parks was created to take advantage of an expanding industry undergoing rapid transformation from the humble caravan park, an icon of Australian culture, to a multi-faceted accommodation facility catering to a variety of clientele, ranging from travellers, backpackers and young families, to large resource companies and their contractors.

Aspen Parks Property Fund is an unlisted property fund established in July 2004 to invest in the holiday and accommodation park industry. The Fund has quickly established a strong brand and portfolio of quality parks in premium locations around Australia. Aspen Parks' current portfolio now stands at 25 properties and gross assets of over \$270 million and the Fund has gained a track record for robust financial performance.

Investment can only be made using the application form contained in the Aspen Parks Property Fund Offer Document. You should consider this document before making any investment decision and seek financial advice if necessary.

For more details about the Fund or to receive an Offer Document please contact Aspen on:

Telephone: Freecall 1800 220 840
E-mail: funds@aspengroup.com.au
Register Online: aspengroup.com.au

