



Who is Aspen Parks?



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

TBGI 10/10



Twofold Bay

BEACH RESORT



Guest Information Booklet

Twofold Bay Beach Resort

731 Princes Highway

Eden NSW 2551

T: (02) 6496 1572

F: (02) 6496 3082

E: twofold@aspenparks.com.au

Freecall: 1800 631 006

AAA RATING ★★★★★

Bankcard / Mastercard / Visa

Sorry no pets

*Something
for everyone*

aspenparks.com.au

Welcome to our Park

Thank you for choosing to stay with us at Twofold Bay Beach Resort.
The following information is provided to make your stay more enjoyable.

Office Hours	Daily 8.00am - 6.00pm (Off Peak) or 8.00am - 8.00pm (Peak Season)
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.
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	Phones Public phone boxes next to the office. Change is available from the office. Fax Service available at reception for a small fee. Mail Visitors mail is kept in the office. Please enquire to collect. Messages Message board at the front of the office. Television There are 5 TV channels - ABC, SBS, Seven, Nine and Ten. We also provide Austar to the cabins. Wireless Internet Internet Booth
Vehicle Wash Bay	Please do not wash vehicles on your site. There is a car wash bay located at the northern end of the park.
TV Room / Camp Kitchen	Camp Kitchen near site 234. Please leave tidy when you leave.
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 inform the Park management immediately.
Evacuation	In the event of an emergency in the park, please walk children and yourselves to the designated evacuation area near the front entrance of the park on the left hand side of the road. Do not collect belongings or drive your vehicle from the park. Wait for managements instructions on returning to your accommodation.

Service Directory

Doctor	Curalo Medical Clinic	PH: 6496 3322
Hospital	Merimbola St, Pambula	PH: 6495 6002
Banks	Commonwealth Bank	PH: 6496 1833
	National Bank (Merimbola)	PH: 13 22 65
	Westpac Bank	PH: 13 20 32
Churches	Catholic	PH: 6495 1880
	Church of Christ	PH: 6496 3367
	Anglican Church	PH: 6496 1466
	Uniting Church	PH: 6496 4707
	Aboriginal Evangelical Church	PH: 6496 2186
Hairdressers	Eden Silver Scissors	PH: 6496 1783
	Images	PH: 6496 3238
	Cheveux	PH: 6496 1874
Caravan Repairs/Parts	ARV	PH: 6496 4411
Dentist		PH: 6496 4222
Emergencies	If the office is closed, please call on the intercom located to the right hand side of the office door or telephone:	
	Ambulance	000
	Fire	000
	Police	000

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

Hours are from 8am - Dusk, or at managements discretion. No large floatation devices are allowed in the pool or spa.

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	Only Swap and Go bottles available.
Laundry	Laundry facilities are located with the ablution 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.
Irons/Boards	Please enquire at the office during office hours.
BBQ's	Free barbecues are located at various locations in the park. Please see park map for locations. Please leave BBQ's clean after use for other guests.
Cleaning	Ablution blocks are closed for cleaning once per day. Please check the times at the entrance of each block.
Rubbish	Please place only food scraps, wrappers, bottles and cans in the bins provided. Please contact reception in regards to the disposal of large items.

Park Policies

PLEASE NOTE: ALL ACCOMMODATION UNITS ARE NON-SMOKING

Noise	For the comfort of all guests, no excessive noise/music/etc. is permitted after 10pm. All noise to cease by 11pm.
Speed Limit	At all times a strict walking pace speed limit 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. No site guaranteed.
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 be <i>registered at reception</i> 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 require supervision by a parent or guardian in the swimming pool area, ablution blocks and the TV games room at all times. Children are not to play around the ablution blocks or on other sites.
Bicycles and Scooters	Bicycles and scooters are not to be ridden in the park after sunset, through or around permanent residents sites. Helmets must be worn at all times. Parents are required to enforce these rules. Skateboards and unregistered motor vehicles are NOT permitted in the park.
Fires	No fires are to be lit within the park at anytime.
Spa	No child will be permitted in the spa area without adult supervision. Adults must remain in the fenced area at all times. See sign for conditions.
Bunk Beds	Children under the age of 9 years are not permitted to use the top bunk; children must not play on top bunk.
WARNING!	PLEASE DO NOT LEAVE ANY PERSONAL ITEMS OF VALUE OUTSIDE YOUR ACCOMMODATION/SITE, PETTY THEFT CAN OCCUR. <i>Parents are responsible for controlling and supervising the behaviour of their children, for their own safety and the comfort of others.</i>

PARK MAP

