

- POOLSIDE VILLA - 3 BED
- POOLSIDE VILLA - 2 BED
- SEASHELL SPA VILLA
- MALIBU SPA VILLA
- SALTWATER VILLA
- SURFSIDE VILLA
- BEACH COMBER CABIN
- ISLANDER CABIN
- BEACH BUNGALOW
- ENSUITE CARAVAN SITE
- CARAVAN SITE
- ★ SITE SUITABLE FOR TENTS AND CAMPER TRAILERS
- COMMON AREAS
- AMENITIES
- ♻️ BINS
- 🔥 FIRE HOSE REEL
- ⊗ EMERGENCY ASSEMBLY POINT



Tween Waters Holiday Park

Dunns Lane, Merimbula NSW 2548

Freecall 1800 260 880 02 8123 0960 tweenwaters@aspengroup.com.au

aspenholidayparks.com.au



Guest Information

Welcome - Please enjoy your stay!

We wish all our guests a safe, happy, friendly and relaxing stay. To ensure you have a great holiday experience, please report any problem immediately so that we are given the opportunity to rectify these issues for you.

Please be considerate of others and ensure your site or cabin and other belongings are kept secure and tidy. Please read the following which applies to all guests and their visitors.

GENERAL - FOR ALL GUESTS

ARRIVAL/CHECK IN: 2pm. If you wish to arrive earlier this may be possible, please call reception. On busy days Check In may be later.

BOATS: Limited boat Parking is available. Call reception to reserve a space. The cleaning of boats is not to occur within the park.

EARLY DEPARTURES: if departing before 9.00am please see office staff the evening before to collect refund of cash paid deposits.

FISH CLEANING: Please don't clean fish in the park. It's best to clean them where you caught them.

LOST PROPERTY: Please check with office staff for any lost items

PETS: Unfortunately, no pets are allowed in the park

QUIET TIME: Please observe our "Quiet Time Policy" 10pm - 7am.

RECEPTION HOURS: 9am - 5pm (winter) and 9am - 6pm (summer)

SMOKING: Please note that smoking is not permitted inside any cabins/villa's, near any common areas, entrances or exits, swimming pool, splash park and jumping pillow. As per NSW Government Guidelines

SPEED LIMIT: Within the park all roads are shared between pedestrians, bikes and vehicles. Speed limits are walking pace only. (10km).

WI FI: 200MB free WI FI per day. Log in details will be sent to mobile number.

VISITORS: are welcome to your site or Cabin/Villa. If your Visitors wish to use our facilities, they will need to purchase a \$10 "Day Visitor" Wristband from Reception.

HIRE: Porta Cots & High Chairs @ \$5 for the entire length of your stay. DVD's, Helmets, Irons, Toasters & Tea Pots are available. \$5.00 deposit.

JUST FOR CARAVAN SITES

Each Caravan Site has room for 1 x Caravan, 1 x Annexe and 1 x Car. Extra cars may be parked in our Carpark. A separate area is available for Boats.

DEPOSITS: are required for Amenities Keys (\$10), TV Cables (\$20) and Wrist Bands (\$5).

DUMP POINT: See map for location. Please do not empty your waste into amenity block. No nappy disposal please.

TOILETS: Please note we have Toilets that are open 24 hours a day. They are located at the Southern Entrance of the Amenities Block. Children must be supervised by an adult.

JUST FOR CABINS/VILLAS

All cabins and Villas are fully self-contained with complimentary tea, coffee, sugar, milk, soap, shampoo, conditioner and toilet paper to get you settled.

CABIN CLEANING SERVICE: if requested, is available at a charge of \$35.

DEPARTURE/CHECK OUT: 9.30am. If you wish to check out before office hours please place keys in "Return Hole" in office door. Please note we do not refund for shortening your stay. Late Check Out may be possible please ask at reception.

LINEN CHANGES: Extra linen is available on request for a minimal charge. Fresh linen is supplied free of Charge, for stays of more than 7 days.

JUST FOR KIDS

BICYCLES/SCOOTERS: may be ridden in the park. However, children aged 5 - 15 must be issued with a Bike Licence. Please see office staff. SORRY NO SKATE BOARDS.

CHILDREN'S ACTIVITIES: are held during Christmas, Easter and September School Holiday's. These are held in our Camp Kitchen or Movie Room at the times displayed. Activities vary.

JUMPING PILLOW: Use of Jumping Pillows may result in injury. Please read safety signs located in the Jumping Pillow area. No balls allowed. Not to be used when wet. Opening times vary.

MOVIES: Children's Movies are shown in high season. Times and Movies are on Movie Door in Camp Kitchen.

RECREATION ROOM: is located adjacent to the Camp Kitchen. Accessories require a refundable cash deposit and are available during office hours only. Recreation Room opening times vary within seasons and will be displayed on the entrance door.

SPLASH PAD: The water is "Self-Activated". Please press top of Red Bollard or stand on circular motion sensor near BBQ area to get it started. Opening times vary with seasons. Closed in August only.

SWIMMING POOLS: Please ensure you read our safety signs and rules for use of our slides and pools. All children under 12 MUST be supervised at ALL times. Please note there are NO Lifeguards in our pool area. Children under 3 years of age are asked to wear Aqua Nappies. Closed May-August.

WRISTBANDS: All children are required to wear wristbands when using facilities within the park. A \$5 refundable deposit is payable for these.

EVACUATION PLAN: Please make yourself familiar with our Evacuation Plan in case of any unforeseen emergency. Please remain calm and follow instruction from staff. Meeting Point is outside our Front Office.

FACILITY OPENING HOURS VARY WITH SEASONS. PLEASE REFER TO SIGNAGE ON ENTRANCES FOR TIMES.

NIGHT TIME MANAGER: 0490 430 911

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