

## Guest Information

### KEYS/CABINS/FIRST AID/LOST PROPERTY

- Lock replacement fee – a lost key will require a lock replacement fee of \$150 per key
- We advise that cabin doors remain closed when unoccupied during your stay
- **No Access Areas** - Managers house, all sheds & machinery, behind main building (school groups)
- **First Aid** - Adults/School Staff must accompany and assist any children/students who need First Aid
- Please use hooks provided in our auditoriums for decoration purposes
- Lost property will be kept for one month and then donated to charity

### GATE/SECURITY

- The front gate is on an automatic timer & opens around 7am; closing around 7pm for your security
- You have been issued with a gate code which is needed to gain access when the gate is closed
- No code is necessary to exit the site, a sensor near the gate will open it atomically
- In holiday periods, the gate may remain closed on a full time basis & access will be by the gate code
- **Security Cameras** are located in low visibility areas including behind the Main Building, the path toward the lake and the shed. These turn on at sunset and are monitored at night by security
- If **Trespassers** are encountered, please contact a staff member who will assist in their removal
- All night games must be conducted in the lit areas of the campsite. Any variations must have managers approval

### SITE CHECKOUT TIMES

- Weekdays - please vacate cabins on the day of your departure by **9am**
- Weekends – please vacate cabins on the day of your departure by **2pm, and the site by 3pm**
- Late departure will incur a late fee of \$50/½ hr, unless previously negotiated with management

### NOISE RESTRICTIONS

- Due to Council Regulations we require a **QUIET CAMPSITE BY 10PM.**
- We do not allow any amplified sound outside our buildings. Any variation must have managers approval

### SMOKING/FIRE

- Smoking is not permitted in Lutanda buildings and on Lutanda open spaces except in designated areas. Please request those details if required
- Smokers are permitted to smoke on the Lake foreshore
- Unauthorised lighting of fires is not permitted – please contact staff if you require a campfire or any other form of fireplace

### ALCOHOL

- **Consumption of alcohol** on our site is **not permitted** unless previously authorised by management
- Any persons found to be intoxicated will be asked to leave our premises immediately
- We are a child and family friendly centre – please acknowledge this by respecting our requirements

### VEHICLES

- Speed limit on campsite is **15kph** – please drive with caution and respect others on site
- **Children** and others are often walking/ riding on our shared roads – please show extreme care
- **Please do not drive vehicle on the oval** - There are sprinkler heads and control boxes in the grass which will be damaged if driven over

### DAMAGES

- **Do NOT use staples, thumbtacks, sticky tape or bluetac on walls in auditoriums or cabins**
- All damages caused by your group are your responsibility and payment will be required prior to departure

### LAUNDRY

- Laundry facilities are available. Please speak with your camp host should you need to use these. A fee may be incurred.

### CONTACT US

- For all enquiries our **Host** is available on site, or please phone our **Host Phone** on **4355 3577.**
- For **EMERGENCIES** please contact our Centre Manager on **0412 807 138**
- **Toukley Police - 4390 1299 : Toukley Medical Centre – 4352 8600 : Fire 4353 2351**