

# GUEST INFORMATION

<u>Type</u>	<u>INFORMATION</u>
<p><b>KEYS/CABINS/FIRST AID/LOST PROPERTY</b></p>	<ul style="list-style-type: none"> <li>• Lock replacement fee – a lost key will attract a lock replacement fee of \$120 per key</li> <li>• We advise that cabin doors remain closed when unoccupied during your stay</li> <li>• <b>No Access Areas</b> - Caretakers house, all sheds &amp; machinery, behind main building unless accessing vehicles</li> <li>• <b>First Aid</b> - Adults/School Staff must accompany and assist any children/students who need First Aid</li> <li>• Lost property will be kept for one month and then donated to charity</li> </ul>
<p><b>SITE CHECKOUT TIMES</b></p>	<ul style="list-style-type: none"> <li>• <u>Weekdays</u> - please vacate cabins on the day of your departure by <b>9am</b></li> <li>• <u>Weekends</u> – please vacate cabins on the day of your departure by <b>2pm, and the site by 3pm</b></li> <li>• Late departure will incur a late fee of \$50 / ½ hr, unless previously negotiated with management</li> </ul>
<p><b>NOISE RESTRICTIONS</b></p>	<ul style="list-style-type: none"> <li>• Due to Council Regulations we require a <b><u>QUIET CAMPSITE BY 10PM</u></b>. This includes the Sports Auditorium</li> <li>• We do not allow any <b>amplified sound</b> outside our buildings or in the Sports Auditorium after 7pm.</li> <li>• Please be respectful of our neighbors</li> </ul>
<p><b>SMOKING/FIRE</b></p>	<ul style="list-style-type: none"> <li>• Smoking is not permitted in Lutanda buildings and on Lutanda open spaces</li> <li>• There are smoking areas provided for guests behind the kitchen at the picnic tables</li> <li>• Unauthorised lighting of fires is not permitted – please contact staff if you require a campfire</li> </ul>
<p><b>ALCOHOL</b></p>	<ul style="list-style-type: none"> <li>• <b>Consumption of alcohol</b> on our site is <b>not permitted</b> unless previously authorized by management</li> <li>• Any persons found to be intoxicated will be asked to leave our premises immediately</li> <li>• We are a child and family friendly centre – please acknowledge this by respecting our requirements</li> </ul>
<p><b>VEHICLES</b></p>	<ul style="list-style-type: none"> <li>• On campsite is <b>15kph</b> – please drive with caution and respect others on site</li> <li>• <b>Children</b> and others are often walking/ riding on our shared roads – please show extreme care</li> <li>• <b>Please do not drive vehicle on the oval</b></li> </ul>
<p><b>DAMAGES</b></p>	<ul style="list-style-type: none"> <li>• <b>Do NOT use staples, thumbtacks, sticky tape or blue-tac on walls in auditoriums or cabins including doors of cabins</b></li> <li>• Responsibility is the guests' and payment will be required prior to departure</li> </ul>

# CONTACT NUMBERS

Lutanda Mt Victoria  
3-9 Eltham Park Ave, NSW, 2786.  
Phone: 02 4785 2040 Fax: 02 47871196  
Email: [Guestservices@lutanda.com.au](mailto:Guestservices@lutanda.com.au)

Your **HOST** is here to assist you if you need assistance or have an enquiry please call:

**PHONE: 0475 556 757**

(Please call this number, do not text)

## EMERGENCIES REQUIRING POLICE, FIRE OR AMBULANCE CALL 000

You are at 3-9 Eltham Park Ave Mt Victoria the closest cross street is Matlock St

### Other useful Numbers;

#### HOSPITALS

Katoomba Hospital – **4784 6500**

Lithgow Hospital – **6350 2300**

#### EMERGENCY

Mt Victoria Police Station – **4787 1244**

Mt Victoria Fire Brigade – **4787 1237**

#### CHEMIST

Blooms Lithgow – **6352 2141**

Dash's Blackheath Pharmacy – **4787 8358**

Poison Information – **13 11 26**

#### TRAIN STATION:

Mt Victoria Train Station – **4787 1227**