



## **Kanasta Caravan Park Rules**

*Revised 2021*

This document is for the information of occupants or intending occupants of the Kanasta Caravan Park. Please read it and refer to it as required. By doing so it will help to ensure that you and your fellow occupants obtain the maximum benefit and enjoyment of staying at this caravan park. The rules complement the Residential Tenancies Act 1997, and form part of any written agreement between the occupant and the caravan park owner. In the absence of any written agreement it should be assumed that occupancy is conditional upon the occupant complying with their duties and the park rules as set out herein.

The team at Kanasta Caravan Park.

*Kanasta Caravan Park  
1-9 Sinclair Ave Rye 3941  
Phone 5985 2638*

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| Doctor - South Coast Medical Centre | 5985 7776 |
| Poison Information Centre.          | 131126    |
| Electricity                         | 130299    |
| Water                               | 132812    |
| Gas                                 | 132771    |
| SES                                 | 132500    |
| Fire, Ambulance                     | 000       |
| Police                              | 000       |
| Rosebud Hospital.                   | 5986 2155 |

### **GENERAL DUTIES OF PARK OCCUPANTS AND PARK OWNERS**

General duties of caravan park residents and caravan park owners are prescribed in the Residential Tenancies Act 1997. While "the Act" does not apply those duties to non resident occupiers, the duties are herein restated but modified where necessary to make them appropriate and applicable to both resident and non resident occupiers. This duty statement thus forms part of any agreement between the caravan park owner and any non-resident occupier.

#### 1.Occupants use of the site

The occupants must use the site only for the purpose agreed with the park owner; and use the site, caravan park and facilities properly and ensure that their visitors do the same.

#### 2.Occupants must not use site for illegal purposes

The occupants must not use or permit the use of the site, the dwelling or the caravan park for any purpose that is illegal at common law or under an Act.

#### 3.Occupants duty - to pay rent/Site Fees

The occupants must pay the site fees and any other charges agreed with the caravan park owner on the due dates and in the agreed manner.

#### 4.Quiet enjoyment - occupant's duty

Occupants must not do anything in or near the site or caravan park, or allow their visitors to the caravan park or site to do anything which interferes with the privacy and peace and

quiet of other occupants of the caravan park, or their proper use and enjoyment of the caravan park.

#### 5. Occupants must keep site clean

The occupants must keep their site clean and tidy; and maintain the site and caravan in a manner and condition that do not detract from the general standard of the caravan park as set by the caravan park owner from time to time. Maintenance checklist to be submitted Annually.

#### 6. Occupants must not erect structures

Occupants must not erect any structure on the site or in the caravan park without the prior consent of the caravan park owner. Schedule of works form must be filled out and approved prior to commencement of any works.

#### 7. Occupants must notify owner of and compensate for damage

If any damage other than fair wear and tear is caused to the caravan park or any facilities in the caravan park by the occupant or his or her visitor, the occupant must

- (a) repair the damage; or
- (b) notify the caravan park owner or caravan owner of the damage and pay compensation for the damage to the caravan owner or the caravan park owner. The occupants must report to the caravan park owner any damage to or breakdown of communal facilities of which the occupants have knowledge.

#### 8. Number of persons occupying site

The occupants must not allow more than the number of persons agreed with the caravan park owner to occupy the site. This includes Additional Adults.

#### 9. Occupants must observe caravan park rules

The occupants including additional adults must observe all caravan park rules

10. Caravan park owner must provide access The caravan Park owner must (a) provide 24 hour vehicular access for all occupants to all sites; and (b) provide 24 hour access for all occupants to the caravan park and the communal toilet and bathroom facilities; and (c) provide access during all reasonable hours for occupants to recreational areas, laundry and communal facilities other than toilets and bathrooms.

#### 11. Quiet enjoyment caravan park owner's duty.

The caravan park owner must not unreasonably restrict or interfere with the occupant's privacy, peace and quiet or proper use and enjoyment of the site and the communal facilities.

#### 12. Caravan Park Grounds and Facilities

The caravan park owner must

(a) keep the common areas, gardens, roadways, paths and recreation areas in the caravan park clean and in a safe condition; and (b) arrange for the collection of occupant's regular household garbage waste from the caravan park

#### 13. Duty of caravan park owner to maintain communal areas

The caravan park owner must maintain, repair and keep all communal areas safe.

When repairing or renovating communal facilities, the caravan park owner must (a) minimise inconvenience and disruption to occupants; and (b) if necessary, provide temporary substitute facilities.

#### Regulation 25 - Flood Area Zone and Regulations – notification to residents

'It is the responsibility of the caravan park owner under Regulation 25 of the Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010 to advise all park residents that Kanasta Caravan Park is deemed to be in a flood prone area'

#### Regulation 41 - Termite Information and Regulation – notification to residents

'It is the responsibility of the caravan park owner under Regulation 25 of the Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 2010 to advise all park residents that Kanasta Caravan Park is deemed to be in a termite area zone'

## **RULES APPLICABLE TO ALL OCCUPANTS**

*including annual and short term guests*

### **PARK RULES**

Section 185 of the Residential Tenancies Act enables the caravan park owner from time to time to make rules relating to the use, enjoyment, control and management of the caravan park.

It is the caravan park owner's duty to ensure that the caravan park rules are reasonable and the caravan park owner must take all steps to ensure that they are observed by all occupants and are enforced and interpreted consistently and fairly.

The caravan park owner must give a copy of the caravan park rules to the principle occupant of the site.

The following rules have been established by the caravan park owner in the belief that they are reasonable and conducive to the effective management of the caravan park.

If an occupant believes that a rule is unreasonable then he or she should discuss the matter with the Caravan Park Owner.

There is also provision in the Act for a resident to make an application to the Victorian Civil & Administrative Tribunal should the resident consider a rule unreasonable.

A copy of the Residential Tenancies Act 1997 is available for reference by occupants at the caravan park office.

All caravan park occupants must, with respect to: A1 The making and abatement of noise.

A1. Keep noise to a minimum at all times ensuring that there is no unnecessary noise at all between 10pm and 8am (Exceptional circumstances may exist where the caravan park owner considers it reasonable that this rule need not be strictly applied. Prior written consent of the caravan park owner/ Manager must be obtained in these instances.)

A2. Vehicles pace. (Please note that bicycles are not an exception.)

A2.1 observe the park speed limit which is 5km/hr. i.e. walking A2.2 have only one motor vehicle per site

Unless the written or verbal consent of the caravan park owner/ manager has been obtained for a second vehicle

(Such written consent will only be given if

1. a) both vehicles are owned and used by the site occupants and
2. b) in the opinion of the caravan park owner, a satisfactory parking place is available.)

A2.2 in the absence of prior written consent from the caravan park owner, ensure that their visitor's cars are parked outside the park in Sinclair Ave.

A2.3 not carry out repairs to motor vehicles within the caravan park unless an appropriate time and place has been agreed to by the caravan park owner.

A2.4 not bring an unregistered or unroadworthy vehicle into the caravan park without the prior written consent of the caravan park owner.

A2.5 Drive or ride vehicles on the roads only. Obey all road rules throughout the park including drive one way only. And at walking pace.

A2.6 not ride bicycles in the caravan park outside daylight hours.

A2.7 only park their vehicle in the place specified by the caravan park owner.

### A3. The disposal of refuse.

A3.1 wrap garbage before placing it in the bins.

A3.2 not use the caravan park garbage disposal facilities for the disposal of anything other than normal household refuse.

A3.3 in disposing of garden refuse such as leaves, lawn clippings, etc. Assist the caravan park owner by either disposing of the refuse themselves or consulting with the caravan park owner as to a convenient place for collection.

A3.4 Hard rubbish is not to be dumped in any rubbish bin/ container

### A4. The keeping of pets

A4.1 Pets are welcome at the Caravan Park during the specified periods throughout the year. Pet Policy

\*Upon arrival at the park, the dog's acceptance will be at the managers discretion.

\*Dogs are not allowed in the park through busier periods, such as school holidays, long weekends and easter.

\*Dogs must be on leash at all times. \*Dogs must be socialised – non sociable, aggressive dogs or excessively "yappy" dogs are not to be permitted into the park.

\*We highly recommend Alpha Dog Training for difficult dogs.

\*Dog owners are 100% responsible for their dogs waste, they must be sealed in a plastic bag and disposed of in rubbish bins around the park. These bags may be purchased at the office.

\*We do have surveillance around the park for your safety and will know if your dog is off lead or doing it's business on the park grounds.

\*Dogs must be on a regular flea treatment schedule before entering. You may be asked to provide this evidence on check in.

\*We do understand that dogs bark, but excessive barking will result in an unfortunate early departure. We are very mindful of other guests staying at Kanasta.

\*For health and safety reasons, dogs are not allowed in the games room, laundry, amenity block or playground.

\*Dogs are not to be left unattended at any time. This is for the welfare of your dog. This includes inside the cabin, inside your car or anywhere on the park grounds. This is also for the benefit of all other guests. We recommend you take your dog for a brief walk outside the park when you wake up.

\*Dog owners are personally responsible for their dog at all times throughout their stay in the park.

\*Dog owners must agree that the park managers reserve the right to remove any guest whose dog is deemed disruptive, noisy or aggressive or the subject to any complaints from other guests.

\*Short term guests may be asked to pay a bond for their dog to stay in any such cabin or glamping. And a nightly fee will be charged per dog size.

\*Annuals dogs and pets are welcome throughout the specified times at no cost.

#### A5. The playing of games and other sporting activities.

A5.1 not play ball games in the playground, in or around the amenities block or within close proximity of The Main house or any other dwelling.

A5.2 use playground equipment in the proper manner and in accordance with any rules specific to particular apparatus.

#### A6. The use and operation of communal facilities.

A6.1 not to smoke in any of the No Smoking Zones located around the Park including:

- a) Inside and outside toilet Block
- b) Inside or outside the Games Room (Outside the barriers around the BBQ area permitted)
- c) Laundry
- d) The playground
- e) Inside the BBQ/Picnic Area

A6.2 not wash dishes in the laundry trough, baths or hand basins.

A6.3 BBQ Area

- a) Basin must be kept clean after each use
- b) Bbq must be cleaned after each use
- c) Microwave must be kept clean

A6.4 remove washing promptly from the washing machines, dryer or clotheslines upon the completion of washing or drying.

(The caravan park owner may remove and store laundry items as a result of noncompliance.)

A7. Private clotheslines may be erected at the side of caravans but out of obvious view

#### A8. Children

A8.1 Maintain sufficient periodical supervision of their children at all times. this is to ensure that the children do not cause a nuisance or inconvenience to other occupants, management or employee of the caravan park.

A8.2 ensure that preschool aged children are supervised by an adult when using the amenities block.

A8.3 support any reasonable sanctions imposed by the caravan park owner resulting from improper conduct or use of the caravan park facilities by their children.

#### A9. Grievances

A9.1 use a private, conciliatory approach to the settling of disputes with other occupants, the caravan park owner or any employee of the caravan park.

A9.2 Complaints to any staff that is not in a management role is prohibited. Questions, complaints or enquires must be dealt with directly to management.

#### A10. Visitors

A10.1 All Visitors including Annuals, Guests, Additional adults must sign in at the office upon arrival. Payment for Annual Guests or additional guests visitors must also be paid upon arrival for a nightly fee.

#### A11. Alcohol

A11.1 Alcohol is not to be taken or consumed in the games room

#### A12. Fires

A12.1 only light fires in designated fire places either provided by or approved by the caravan park owner.

A12.2 ensure that any fire is attended by an adult at all times.

A12.3 ensure that any fire is completely extinguished before being left unattended.

A12.4 comply with any fire restrictions and/or conditions which may apply with respect to fires used for cooking or warmth during a fire danger period.

#### A13. General conduct

A13.1 ensure that all guests and their visitors do not behave in a manner that could be offensive to other park occupants a poor example to the children in the park injurious to the reputation of the caravan park.

#### A14. The maintenance of and modifications to sites or dwellings.

A12.1 not extend, alter, modify or attach any fixtures to any site or dwelling within the caravan park without first obtaining the caravan park owner's approval. Schedule of works form must be submitted

A12.2 ensure that the dwellings are maintained in a manner consistent with the requirements of the Residential Tenancies (Caravan Parks and Movable Dwellings Registration and Standards) Regulations 1999. Annual Compliance Checklist submitted by May each year.

#### A15. Check out time (Does not apply to annual guests)

A15.1 vacate the caravan park by 10 a.m. on the day of departure unless otherwise agreed to by the caravan park owner.

## **B. RULES SPECIFIC TO ANNUAL RESIDENT SITES:**

*All residents must, with respect to:*

### **B1. The payment of rent, hiring and other charges**

B1.1 pay rent/ fees fortnightly/ monthly/yearly/half yearly in advance unless otherwise agreed to in writing by the caravan park owner B1.2 pay hire fees at le in writing by the dwelling hirer. B1.3 pay gas, electricity and visitor's fees or charges on the day rent is due.

B1.4 if hiring a dwelling from the caravan park owner pay any bond as specified in writing by the caravan park owner. Any such bond must not exceed the maximum bond permitted under the Residential Tenancies Act 1997 (Act) and must be dealt with in a manner prescribed by the Act. B2 The disposal of refuse

### **B2. Ensure that the garbage container/bin they normally use is put out for collection - rubbish is to be not put outside or overflowing in any such container/bin**

B2.1 ensure that the garbage container they normally use is put out for collection

### **B3. The maintenance and modification of sites and dwellings**

B3.1 ensure that any lawn or garden on their site is maintained in a manner that does not detract from the general standard of neighbouring sites.

B3.2 ensure that the space beneath their dwelling is bordered, screened or managed in such a way as to not detract from the general standard of neighbouring sites.

B3.3 ensure that trees on, or bordering, their site are adequately watered.

B3.4 not establish a garden without the caravan park owner's approval. (The caravan park owner reserves the right to renovate any plans for gardens if in the opinion of the caravan park owner such plans are inconsistent with the general style of garden thematically adopted in the caravan park.)

B3.5 maintain any garden on their site such that it does not detract from the general standard of neighbouring sites

B3.6 upon vacating the caravan park, if so desired by the caravan park owner, remove any structural alterations, (including gardens) made to the site or dwelling thus returning the site and/or dwelling to a state and condition as near as practicable to the state and condition of the site and/or dwelling prior to the commencement of occupancy

B3.7 not plant any trees unless done so with the understanding that the tree shall be a gift to the caravan park owner should the resident vacate the site.

### **C. The payment of all site fees and other charges**

C1.1 pay a seasonal site fee in advance or otherwise as agreed to by the caravan park owner.

C1.2 pay the annual site fee either annually or quarterly in advance.

C1.3 pay visitor's fees for any occupants other than the nominated persons whose occupancy fee is incorporated in the annual or seasonal site fee in advance of the visitor's occupancy.

C1.4 pay electricity accounts, if applicable, within 7 days.

## D. Other Charges and fees

D1.1 Pay park per additional adults after approval on the annual agreement D1.2 Visitors staying in your van nightly are required to sign in and pay a nightly fee as stated on the yearly annual agreement

D1.3 Any trades work such as electricity or water works on your van that is not the park's responsibility will be billed to the annual site holder direct. Ie: Caravan Extension plugs/Leads etc

D1.4 Test & Tag fee are to be paid on top of your annual Fees Yearly – Test & Tags are done Annually in January

D1.5 Air Conditioners fee are to be paid on top of your annual yearly fee

## E. Annual Maintenance of Vans

E1.1 Annual Van Compliance checklist to be completed annually

E2.1 Vans must be insured annually

D3.1 Smoke Detector Batteries are to be replaced every 6 months – If this is left for the park you will be billed

## F. Annual Documents Caravan Park Requirements

F.1.1 Caravan Park must have one set of keys to all annual caravans which are to be kept in the office

F.2.1 Schedule of Annual Agreement must be sent back to the park no later than the 30<sup>th</sup> May each Year (Failure to do this may result in termination of your agreement and you may be asked to remove or sell your van within 14 business days)

F3.1 Certificate of Insurance to be sent to the Park Annually or once renewal has taken place

F4.1 Additional Adult form must be sent prior to payment for approval F5.1 Schedule of Works forms must be presented in writing and approved by owner before commencement of works

## CARAVAN PARK MANAGEMENT POLICIES

The following policies do not constitute park rules but are provided for the information and benefit of all occupants and their visitors.

Rent, site fees and other charges.

All accommodation and site fees are reviewed 6 monthly on the 1<sup>st</sup> of July and the 1<sup>st</sup> of January each year.

The caravan park owner will however honour any prices quoted at the time of a booking and any prices referred to in a current annual publication which has been supplied with a price list by the caravan park owner. Electricity, if applicable, will be charged for at the rate set by the relevant authority from time to time, currently Tariff GD.

## Refunds

The caravan park owner can justifiably withhold all or part of any deposit or advance payment as compensation for any loss which is incurred resulting from a customer not honouring a booking regardless of the circumstances.

The caravan park owner will either refund deposits or advance payments in full, (other than an administration and handling charge), or alternatively provide a credit memo for a future booking, if adequate notice of a cancellation is provided such that the accommodation or site can be re let and a financial loss avoided.

In the case of the latter full consultation with the caravan park owner is expected such that any parameters may be mutually agreed and the privilege not subject to abuse.

## The making and abatement of noise

As indicated in the park rules there may be circumstances where the rule with respect to the making and abatement of noise need not be strictly applied. Circumstances which come to mind might include special celebrations, group functions and entertainment. Such occasions may be planned by the caravan park owner or alternatively a caravan park occupant. quiet of uninvolved occupants must be considered.

## Visitors

Within reason, occupant's visitors are welcome in the caravan park .

Park occupants must accept responsibility for their visitors. There is no charge for day visitors other than for the use of the swimming pool if applicable. It is expected that day visitors will vacate the caravan park by 10pm or they will be considered as overnight guests should they choose to stay beyond 10pm.

Park occupants who anticipate having a visitor to stay overnight must, when registering their visitor in accordance with the park rules, pay the appropriate fee.

The overnight visitor's fee is that which applies for additional occupants of sites or dwellings as set by the caravan park owner from time to time.

## Grievances

It is the caravan park owner's policy to listen to or raise grievances in private, during office hours, at the caravan park office or at another time and place by arrangement. There is an expectation that an attempt has been made to resolve any dispute between occupants, in accordance with the park rules, prior to the caravan park owner's involvement.

The caravan park owner will seek to have disputes settled in a manner acceptable to all concerned but at times will be required to make a judgement with respect to a breach of duty by an occupant. In the case of a non-resident occupier a breach may result in the caravan park owner terminating any agreement to provide accommodation. A breach of duty by a resident will be dealt with in accordance with the relevant provisions of the Residential Tenancies Act.

## Disciplining of Children

Children who misbehave in the playground, Games room or the caravan park generally will normally be reminded of what constitutes acceptable behaviour before

any other action is taken. If a child continues to behave in an unacceptable manner the caravan park owner or managers reserves the right to impose a reasonable sanction on the child. For example the child may be refused use of the Games room for a period of time. It is expected, in accordance with the caravan park rules, that parents will support the caravan park owner or Managers with respect to any reasonable sanction imposed.

## Park Rules – Brief

All visitors must report and sign into the office.

The registered site owner is responsible for guests observance of the Park Rules and must ensure that their guests are registered.

These requirements are to protect safety and security of all within the park and to comply with the CFA regulations.

Vehicles:

One vehicle per allocated site, the vehicle that will be used at the allocated spot must be registered and must be reported to the office and only that vehicle is allowed to be parked on site, if you don't own a vehicle you forfeit your car spot. Any additional vehicles are to remain in the visitor's car park.

All vehicles must be driven one way through the park at all times. If anyone found and not obeying this rule will be reported and you will be asked to remove your vehicle from the park.

### OFFICE HOURS

Monday – Sunday 9am - 5pm

Office hours close from 10am – 2pm.

Contact: Business Hours: 03 5985 2638

Speed limits:

5 km/h (walking pace) speed limit in the park at all times.

Guests who do not abide by this rule will be asked to park their cars outside the park boundaries. Bicycles are to be ridden at a safe speed and safety helmets must be worn at all times.

Bikes are to be put away at dusk. to ensure safety to all occupants all bikes must be ridden one way through the park at all times.

Recreational areas:

The games room is open from 9:00am-9.00pm in winter and 10pm in summer or at managers discretion. Children must be supervised at all times, please leave this area clean and tidy at all times

Amenities:

When using the amenities please be mindful of those who may be waiting. Leave all facilities clean and tidy at all times. (Please mop the showers after use). If you block a

toilet you are to inform staff that you require a plunger and cleaning products to clean and make the toilet fresh for the next guest. You are not to leave the toilet bowls in a state and they must be flushed at all times to ensure thorough hygiene standards. Children must be accompanied by an adult in the toilets and showers.

#### Behaviour:

Swearing, antisocial behaviour or unlawful acts including, but NOT limited to: violence, use of drugs, theft, vandalism, abuse (physical or verbal), foul language, excessive noise, unruly behaviour, drunken behaviour and underage drinking are totally unacceptable and are NOT permitted at any time. The managers reserve the right to withdraw any booking or evict any person if in their opinion there is a breach of any part of this rule. Police will be called at the managers discretion to ensure this rule is enforced.

#### Laundry facilities:

Remove washing from machines as quickly as possible, people have the right to remove your washing if you are not there to take it out of the machine. Use clothes line provided; please remove washing as soon as it is dry. Temporary clothes lines must not be erected. The washing of dishes, wetsuits or cleaning fish is not permitted in the laundry. Please use the park kitchen or designated fish cleaning areas.

#### Noise:

No loud noise between 10:00pm and 9:00am

#### Alcohol:

The consumption of alcohol is not permitted in the games room.

#### Smoking:

All accommodation and common use buildings are non-smoking areas.

Smoking is not permitted in the games area or playground.

#### Children:

Parents are responsible for their own children's behaviour. If using bikes, skateboards, scooters or rollerblades helmets must be worn at all times and traffic rules apply in the Park. Bikes, scooters, skateboard or roller blades are not to be ridden around the amenities block barbecue area, games room.

Children are to be supervised at all times. It is the parent's responsibility to ensure their children's safety. It is the parent's responsibility to ensure their children do not break the park rules or damage anyone's property.

#### Fire and BBQ's:

Park BBQ's are 10c each hotplate, please read operational instructions prior to lighting. Please leave the communal BBQ clean after use for the next person. BBQ Cleaning Spray is provided for your convenience.

#### Rubbish and Recycling:

NO campfires are allowed unless approval from management first, cooking fires are allowed in a contained, professionally built item such as a Webber or a spit. Please do not leave any rubbish on your site or in your accommodation. All rubbish and recycling is to be placed in the waste disposable and recycling bins around the park.

Pets:

Pets are permitted in the park at specific times throughout the year.

Owner onus:

Kanasta Caravan park accepts no responsibility for vehicles and their contents whilst in the Park. It is your responsibility to ensure that your equipment (particularly gas bottles) complies with Government regulations eg: gas bottles must be less than 10 years old and a regulator must be installed etc..

Thank you for taking the time to read these rules have a great stay Kanasta Caravan Park