

The Orchard- Guest Handbook

We want you really enjoy your stay at The Orchard, please take a moment to read through this guest handbook which contains important information to help you settle in or plan your stay.

If you have any queries please speak to a member of the team, we are always available to answer any questions or to help make your stay as enjoyable as possible.

Your Booking and our Cancellation Policy

All reservations require a valid credit card in the lead guests name, even if you intend to pay for your stay using a different method when you check in.

When you make a reservation for a peak month (shown in orange on our price chart) or other popular time we ask for a 25% deposit when you make your reservation. This is fully refundable up to 30 days before you are due to check in.

If you need to cancel 30 days or less before you check in your deposit won't be refunded, but you can use it to move your stay to another time if availability allows.

When you make a group reservation or a reservation for a stay during a popular time such as a holiday weekend we sometimes ask for a 50% non-refundable deposit, we will explain this when you book but this deposit won't be refunded if the reservation is cancelled however you can still use it to move your booking if availability allows.

For any cancellations less than 48 hours before you are due to check in, or for 'no shows', you will need to pay for your reservation in full, we will use the credit card held on file for this payment.

The balance of your account is due when you check in, we are not able to offer a refund for early departures or in the unlikely situation that you are asked to leave the resort.

Checking In and Out of the RV Park

Check in is after 2pm, if you plan to arrive early please let us know in advance so we can make arrangements.

On the last day of your stay please ensure you have checked out by 11am, you may be charged for an extra night if you check out late.

Each RV site may only have one unit and one tow vehicle at any time, additional parking or guest parking is provided in the Motel car park and may be subject to an additional charge.

If you plan to check in late in the evening please let us know in advance.

The Resort

Smoking or Vaping is not permitted in the shared areas including the pool and BBQ patio or in any resort building.

Alcoholic beverages may only be consumed in your site or room, absolutely no open alcoholic beverages are allowed in common areas such as the pool, BBQ deck or Club House unless by prior arrangement for private events.

For the safety of our guests the speed limit on all areas of the resort is 10km/hr- exceeding the speed limit will result in you being asked to leave the park immediately without refund, please observe the one way system.

We do not allow unlicensed vehicles in our resort, for example ATV's or off-road motorcycles.

Please do not leave your vehicle idling or the engine running at any time.

Visitors are welcome to the park however must register with reception and have left the resort by 9pm- to use shared areas visitors must purchase a park pass in advance.

You may not operate a business from our resort or use the park address for any official correspondence.

We work hard to keep The Orchard looking its best all year, whilst we try to mow grass and carry out other maintenance between guests this is not always possible and we appreciate your patience.

Your Site, Room or Cabin

Your site must be kept clean and tidy at all times, failure to do so will result in a \$150.00 clean up fee charged to your account.

We do not allow mats, kennels other items to be placed on the grass

Each night an automatic sprinkler system waters the grass so please do not leave items on the lawn

All garbage must be bagged and placed in the dumpsters located within the park, please recycle where possible

Air tight sewer connections must be used

No additional structures may be set up on your site, such as a gazebo, pool or tent

Storage bags and containers must be stored directly under your unit, we do not allow items to be stored on sites.

Skirting is only allowed from 01st October to 31st March.

We do not allow generators to be used however if no option is available quiet generators may be used during set times, please contact a team member for more information.

Please use the proper electrical outlet for your RV, do not use the house power sockets which are designed for low voltage use such as winter heat tape and may damage other equipment

Please be considerate about listening to music, TV or the radio in your site or room, use of car stereos is not allowed

We do not allow washing of RV's or vehicles on the resort.

Sorry but camp fires, (including propane fires), are not allowed in any are of the park, serious penalties apply when a local fire ban is in operation.

Your room or cabin is no smoking or vaping, a \$150 fee will be charged for additional cleaning where a room has been smoked or vaped in.

Housekeeping starts at 10am, please use a door hanger to indicate if you are not checking out and do not wish to be disturbed.

RV Guests can loan an Eastlink Cable TV box for use during their stay and enjoy a hotel style TV package, there is an equipment deposit of \$100, refunded on return.

Pets

We only allow family friendly pets to stay at our resort at the absolute discretion of our check in staff.

All dogs must be kept on a leash and dog barking controlled- they are not to be left unattended in a site, vehicle or RV for any length of time.

Please clean up after your dog straight away and dispose of in the bins provided, failure to do so will result in a \$150.00 clean up charge being charged to your account.

Pets are not allowed into park buildings, please notify us in advance if you have an official guide dog.

There are a limited number of pet friendly rooms however you must notify us at the time of booking, sometimes a pet cleaning fee is charged to your booking but this will be made clear when you book.

Shared Areas

The BBQ patio, Hot Tub and Pool are for the benefit of all guests, please treat these areas with respect, supervise children at all times and observe the posted rules.

We do not allow guests to play music in shared areas and only furniture provided may be used.

Please remember these areas are alcohol free and no smoking or vaping is allowed.

Appropriate swim wear must be worn at all times when using the facilities

Only registered guests may use the facilities, visitors must purchase a park pass before using the facilities.

Washrooms and Laundry

Coin operated facilities for guests are located in the center of the park, for change please speak to a member of the team.

These facilities are strictly no smoking or vaping and pets are not allowed

Children must be supervised at all times when using the facilities.

The Club House

Our club house is available to all guests for booking at no extra charge, please speak to a member of the team to find out more.

Quiet Time and Family Policy

From 11pm to 8am is Quiet Time, we do not allow music to be played and ask that voices are kept to a minimum.

Bright lights should be turned down during quiet time when family's may be sleeping

We are a family resort; use of foul language or unacceptable behavior will not be tolerated at any time, guests will be warned and may be asked to leave the park without refund.

Please supervise your children at all times on the resort, we enjoy having younger guests stay with us but respectfully ask that you do not allow children to disturb other guests, cross occupied sites or play on the road ways or car parks.

Please do not allow children to use sidewalk chalk or other outdoor crayons at the resort, it is time consuming to clean and could foul the pool or hot tub water.

We have a zero-tolerance policy on drug use at our resort- you will be asked to leave immediately and if deemed necessary the police will be notified.

Thank you & enjoy your stay!