



# PARK PLAN & EMERGENCY EVACUATION

Emergency Mobile: 0429 061 189

WiFi: Enclave Guest  
Password: enclave1



## Enclave at Healesville Holiday Park

322 Don Rd, Healesville VIC 3777  
03 5962 4398 info@enclavelv.com.au  
enclavelifestylevillage.com.au



## EMERGENCY RESPONSIBILITIES

Please read the following which applies to all residents, guests and their visitors. We also ask that you observe the rules and safety signs displayed around the park facilities.

- Ascertain nature & scope of emergency
- Inform Park Management as soon as possible
- Ensure emergency services have been notified
- Ensure so far as possible the safety of visitors, premises & the occupants of adjoining properties at all times
- Initiate evacuation of affected areas if necessary or as directed
- Brief incoming emergency services & respond to their requests
- Assist with the movements of site occupants to the relevant evacuation assemble areas

## STRUCTURE FIRE

- Alert all persons nearby and request assistance
- Assist any person in immediate danger (if safe to do so)
- Call the **Fire Brigade 000** & notify the Park Manager if not present
- Open village boom gates and any emergency access gates
- If threats to life exists, evacuate immediately, closing all doors
- Close the door on the fire to contain the spread
- Isolate electricity (if safe to do so)
- Shut off gas cylinders (if safe to do so)
- Check that all areas have been cleared
- Control the movement of occupants to the safe assembly area or evacuation point

## EMERGENCY SERVICES

<b>Park Manager</b>	<b>0429 061 189</b>
Fire Brigade, Police, Ambulance	000
Non Emergency Police	131 444
State Emergency Service (SES)	132 500
Local Hospital (NO EMERGENCY DEPT)	1300 130 381
Local Medical Centre	03 5962 4379
Electrical Authority SP Ausnet	1300 360 795
Gas Authority Aust Net	13 67 07
Water Authority Yarra Valley Water	1300 85 811
Victorian Bushfire Information Line	1800 240 667
Poisons Information Centre	131 126
Interpreter Services (24 hours)	131 450

**EVACUATION PLAN: Please make yourself familiar with our Evacuation Plan in case of any unforeseen emergency. Please remain calm and follow instruction from staff.**

## SHORT STAY PARK RULES

For everyone to enjoy their getaway in a safe and quiet environment, please adhere to the following rules. Please feel free to discuss with the office any guest/s not adhering to these rules, or if you have any issues or concerns.

- Parents are responsible for the care and supervision of their children at all times.
- Enclave at Healesville will not be held responsible or liable for any personal injuries which may incur in the park.
- Only one car permitted in the park per site unless approved by the office.
- All visitors must report to the office on arrival (fees may apply).
- 10 km/h speed limit in the park at all times.
- Noise and music curfew, strictly 10:00pm to 8:00am.
- The pool is a glass, smoke and alcohol-free zone.
- Pool rules are signposted and to be adhered to at all times.
- Fires are not allowed within the park grounds and includes solid fuel barbeques.
- Bicycles, scooters, skateboards and other similar items including electric bikes, electric scooters and electric 4 wheelers may only be ridden on roadways and during daylight hours. Helmets must be worn at all times. Please adhere to the posted speed limit.
- All cabins and sites are to be left clean and tidy upon your departure. Please assist by placing rubbish in bags and bins provided and by washing, drying and putting away any dishes used. And additional cleaning fee from \$250 will apply if excessive cleaning is required after your departure, or if pets have been present in non-pet friendly cabins.
- Charging of electric cars is not included in our cabin or site pricing, and is not permitted in the park. If you have an electric car that you would like to charge, please see reception.

## PETS

We love being able to have guests bring their pets to Enclave at Healesville, but our continued ability to do so relies on everyone being considerate of their fellow park users and following these simple rules.

- Please do not leave any pet unattended at any time.
- Dispose of any animal waste promptly and appropriately.
- Pets need to be on a lead at all times unless in the confines of your van or pet friendly cabin.
- Not allow a pet to be in or near any of the communal facilities.
- Ensure your pet is not a nuisance or disturbance to other park users. Management reserves the right for excessively noisy, or aggressive animals to be immediately vacated from the park.

In the interest of safety and the quiet enjoyment of all park users, management reserves the right to remove any guests from the park who fail to adhere to the above rules. In such instances no refund will be provided.

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