



5 July 2024

HV News, Notifications & Reminders - July 2024 Edition.

A Warm Welcome to our new Holiday Van Owners! We hope you enjoy sharing our little piece of paradise!

Hope you are all keeping warm & dry, and away from all the bugs and viruses that are doing the rounds at the moment! The Winter holidays start this weekend, so hoping the weather is good if you are thinking of coming up, or maybe you're heading north to get some sun and warmth..... and I'm not jealous at all... much!

2024/2025 Occupancy Agreement have been issued and were due back prior to 1 July 2024. Halifax & Shoal Bay are now 100% complete. Fingal is currently sitting at 90%. There are a few stragglers, some that haven't even attempted to sign, and some that not all owners have signed, and some that need to provide an up to date insurance policy. **Reminder emails have been sent - so please read what is required to complete the process.** In a nutshell: if we don't have a signed Agreement with all owners for the site, we can only assume you no longer wish to keep your van onsite, and we will issue a notice to vacate the site.

Providing an **up to date copy of your insurance policy**, is part of the Agreement T's and C's. Reminder emails are sent out from time to time to reiterate the requirements, however we are not obliged to. Please send Admin Officer a copy of the **paid policy with proof of payment** or a **certificate of currency** as issued by your insurer showing the status is CURRENT plus all the other required details.

The **Testing and Tagging** of all power supply leads has been completed. There were a few lead ends that failed the test and needed replacing, some lead ends were fused into the van inlet or the powerhead socket, with replacement required. Invoices for any rectifications that have been conducted will be emailed out with the next couple of weeks. Please refer to the original Test Tag notification email for costings that will be applied.

Dumping of unwanted items at Park **Waste Stations** is still occurring. These bins are for general household waste only, not old BBQ's, bikes, mattresses, cupboards, tables, fridges, tiles, ovens, chairs, and so forth. Please dispose of your unwanted items at the Salamander Tip or Recycle Centre instead of cluttering up these areas. These areas are under surveillance, tip charges can be on-charged!

All Works on Holiday Vans are subject to approval by Park management. Please ensure **everything and anything** being changed, replaced, amended, updated externally has prior approval before works commence. Any



major internal works – especially structural, and plumbing, is also subject to management approval.

All contractors are to sign in at reception and will be given a contractors access code for the boomgates. Do not give yours out. Please advise any contractors coming onsite that they need to abide by our rules, and can only work during office hours. Weekend work or works in July holidays are all subject to management approval.

It has been observed that dog owners are **taking their animals** into the amenities, games room / camp kitchen and other **communal areas**, all of which are **strictly off limits for pets (see Park Rules attached to the recent Occupancy Agreement terms and conditions or refer to our website)**.

Whilst our rules state you are not to leave your pets at the van alone to howl and cry, if you are staying onsite alone and need to use the facilities, please do not take them with you.... Leave them in the van (as you won't be gone long) or with a neighbour for the short duration you will be away from the van. If you are onsite with other people, then leave them at the van with the other people/person! Common sense must prevail in such circumstances.

On a similar note, please **do not let your animal off lead in the park**, and please do not let them do their business without you picking it up afterwards. We have poo bags available near all 3 amenities for your convenience for you to **pick up the dog poo**. Please be a responsible pet owner, and make it pleasant for every park user.

Information regarding **PSC Smart Parking Permits for HVO's** is attached. If you are interested in applying for a Parking Permit, please read the attachment.

The attached document is the **Beachside Holiday Parks Terms Rules and Conditions Policy** which was recently endorsed by Council and is supplied for your information

02 4988 0990 – that's the number to call to contact the After Hours service to report any **after hours issues**. (NB: There are some issues that cannot be dealt with if we hear about it the next day: such as noise complaints or security problems.)

Parents and caregivers should ensure their kids know the park rules & are doing the right thing, and once again,



please remember the **use of electric scooters and bikes, etc. are not permitted in the park. If you must have them here to use elsewhere, please WALK them out of the park grounds.**

We ask that such devices are **not charged onsite** as incorrect charging or damaged batteries/chargers can cause catastrophic fires. I shudder at the thought of a battery exploding/catching fire in a caravan park.....

Fingal will be installing **speed humps** in the park during the coming months.

HVCC Representatives

The **Holiday Van Consultative Committee representatives** contact details are attached, as is a Site Alteration application form for your convenience. The application form can also be found on the HVO webpage via the Parks website.

That's all from me, take care, and stay well.

Fiona Snow: Holiday Van Admin Officer

Phone: +61 2 4988 0650 **Mobile:** 0428 542 137

Email: holidayvans@beachsideholidays.com.au

*The admin officers' phones & emails are only monitored Monday to Friday between 9am and 4.30/5pm. Please email your park direct on weekend/public holidays or call 4988 0990, and choose the existing option for your holiday park (1 - Fingal; 2 - Shoal; 3 - Halifax) & **option 2 for 'existing booking'** outside of these hours. If Admin Officer is on leave the landline phone should divert to Fingal front office.*

fingalbay@beachsideholidays.com.au; shoalbay@beachsideholidays.com.au; halifax@beachsideholidays.com.au.

Post: PO Box 147, Nelson Bay, NSW 2315

web: <https://www.beachsideholidays.com.au/policies/holiday-van-owners>

Holiday Van Owner – PSC Smart Parking Permit Applications

Hello everyone

After meeting and discussing options with the Smart Parking Team at Port Stephens Council, we are pleased to inform you that current Port Stephens Beachside Holiday Parks Holiday Van Owners are now eligible for a **Tenant Parking Permit** that can be applied for through the PSC permit portal on the Council website.

*[Please note that vehicles registered under this permit can park in any Smart Parking areas in Nelson Bay, Shoal Bay & Fingal Bay, however **Time Restrictions still apply (to all users) as signposted**. Fines apply if time restrictions are exceeded.]*

If you would like to apply for the **Tenant Parking Permit** (maximum five (5) vehicles per site can be registered per Holiday Van site), please follow these Step By Step instructions:

Step 1: Go to the **PSC website** and search **Smart Parking** or click the following link: <https://www.portstephens.nsw.gov.au/services/smart-parking>

There is extensive information on this webpage relating to **Smart Parking**. Please refer to this page in the first instance. If the information you seek is not available, please make direct contact with PSC through the **Lodge Enquiry** button on the FAQ's page or call Customer Service Desk at PSC head office on **4988 0255**.

Step 2: Under **Park Free Permit Portal** section, click the **Visit Portal** button

Step 3: You will need to *create an account* using your email address the first time you try to access the Portal, then once set up you can access the Portal at any time signing in with your email and verification code. You can then remove / replace / update your vehicles registration plate details as required.

Step 4: **IMPORTANT:** Choose the **TENANT** option, and for the property address, please ensure you enter your **abbreviated site address (as stated on your Occupancy Agreement)** and the correct Park address, in the format shown below:

For example: for Fingal: **KAR02**/52 Marine Drive, Fingal Bay NSW 2315

Or for Shoal Bay: **J03**/71 Shoal Bay Road, Shoal Bay NSW 2315

Or for Halifax: **018**/5 Beach Road, Little Beach, Nelson Bay, NSW 2315

Step 5: Enter the **vehicle registration license plate** details of the vehicle that will be parked outside the park (maximum five (5) vehicles per Holiday Van site can be registered)

Step 6: Read the *Terms and Conditions* and *Privacy* information, and information on the *Park Free Permits* section as this contains relevant information about how the permits work, in particular the **Permit Holders Conditions of Use** section (summary below):

Permit Holders Conditions of Use:

- Vehicle registration plates must be current and clearly visible at all times
- A valid Parking Permit exempts a vehicle from parking fees
- Time based parking restrictions still apply where signposted

- Permits do not provide any right to park a vehicle contrary to the Australia Road Rules (e.g. parking in a Disabled parking space without a Disability Parking Permit; parking in Loading Zones, Bus Zones and No Stopping areas)
- In the event of relocation to another residence, disposal of the vehicle or any change to the license plates, Council must be notified within 7 days by the permit holder
- Vehicle parking must conform to the Scheme's Purpose of fair and equitable parking
- It is the responsibility of the permit holder to renew their Permit
- A Smart Parking Scheme Permit may be revoked by Council should there be any breach of these conditions
- Council may withdraw/cancel Permits at its sole discretion

Step 7: Click to **Agree** to the Terms and Conditions.

Step 8: Click **Submit**.

Step 9: You will receive an **email notification** once the application has been approved.

Step 10: Once approved, you are able to park these registered vehicles in *Nelson Bay, Shoal Bay and Fingal Bay* in any *Smart Parking* area, however **Time Restrictions still apply (to all users) as signposted**. Fines apply if time restrictions are exceeded.

Please note, that **Tenants Parking Permits** must be revoked at such time that you sell the van, and are no longer a Holiday Van Owner at our Parks.

Any questions, please refer to the PSC website FAQ's, or contact Council Head Office Customer Service on 4988 0255

Kind regards

Fiona Snow

Admin Officer

P: 4988 0650

M: 0428 542 137

E: holidayvans@beachsideholidays.com.au

FILE NO: PSC2005-4245

TITLE: BEACHSIDE HOLIDAY PARKS TERMS, RULES & CONDITIONS POLICY

OWNER: HOLIDAY PARKS SECTION MANAGER

1. PURPOSE:

1.1 The purpose of this policy is to outline Port Stephens Beachside Holiday Parks approach to the application of all terms and conditions relating to guest bookings, guest's onsite and holiday van owners (HVO). The policy relates to the management and upholding of the Beachside Holiday Parks (BSHP) Terms and Conditions, Cancellation Conditions and Park Rules in keeping with relevant industry practice.

2. CONTEXT/BACKGROUND:

2.1 The nature of our business requires a suite of documents that can be communicated clearly to guests and other stakeholders at the beginning of our business relationship and enforced, when required, to uphold our reputation and good business practice.

2.2 These documents include the Beachside Holiday Parks (BSHP) Terms and Conditions which outlines a range of booking information including payments, arrival information and expected guest behaviour. The BSHP Park Rules provides more details about how guests ensure they stay safe and enjoy their holiday and the BSHP Cancellation Conditions clearly outlines monies that are non-refundable should guests need to cancel their booking.

2.3 The general principles of these documents are based on fairness, equity and safety and benchmarked against leading industry associations.

3. SCOPE:

3.1 This policy provides guidance for all matters relating to guest bookings, booking cancellations and the expected behaviour of all guests and holiday van owners while staying at the Beachside Holiday Parks. The development of these documents has been guided by industry standards and the key principles of good business practice, fairness and the overall enjoyment of all guests.

4. DEFINITIONS:

4.1 An outline of the key definitions of terms included in the policy.

Beachside Holiday Parks	Fingal Bay, Shoal Bay, Halifax, Thou Walla, Port Stephens Koala Sanctuary.
Guest	A person or persons who are staying onsite at one of the Beachside Holiday Parks.
Holiday Van Owner	Short term resident of the Beachside Holiday Parks.
Leading Industry Associations	Caravan and Camping Industry Association.

5. STATEMENT:

5.1 Beachside Holiday Parks will carry out its responsibilities to administer the Terms and Conditions, Park Rules and Cancellation Conditions and ensure:

- a) All relevant policies and conditions are communicated clearly to all guests, holiday van owners and other stakeholders.
- b) Staff are consistent in their approach and understanding of all documents.
- c) All staff are capable of escalating relevant matters to senior managers for resolution.

5.2 A review of the Terms and Conditions, Park Rules and Cancellation Conditions will be undertaken annually in keeping with industry practice.

6. RESPONSIBILITIES:

6.1 The overall responsibility for the policy is with the Holiday Parks Section Manager with implementation primarily via the Beachside Holiday Parks Operations Manager, Commercial Business Manager and the Koala Sanctuary Assistant Manager.

6.2 The key position/s responsible for implementing, complying with, monitoring, evaluating, reviewing and providing advice on the policy include Holiday Park Assistant Managers, all Guest Services Officers and Sales and Reservations Officers.

7. RELATED DOCUMENTS:

- 7.1 Holiday Van Owners Standard Operating Procedures (PSC).
- 7.2 Holiday Van Owners Annual Occupancy Agreement (PSC).
- 7.3 Crown Lands Management Act 2016.
- 7.4 Beachside Holiday Parks Plans of Management (PSC).

- 7.5 Local Government Act 1993.
- 7.6 Local Government (Manufactured Home Estates, Caravan Parks, Camping Grounds and Moveable Dwellings) Regulation 2021.
- 7.7 Holiday Parks (Long-term Casual Occupation) Act 2002 (NSW).

CONTROLLED DOCUMENT INFORMATION:

This is a controlled document. Hardcopies of this document may not be the latest version. Before using this document, check it is the latest version; refer to Council's website: www.portstephens.nsw.gov.au .			
EDRMS container No.	PSC2005-4245	EDRMS record No.	24/169035
Audience	Council staff and the Community		
Process owner	Holiday Parks Section Manager		
Author	Holiday Parks Section Manager		
Review timeframe	3 years	Next review date	28 May 2027
Adoption date	10 August 2021		

VERSION HISTORY:

Version	Date	Author	Details	Minute No.
1	10 August 2021	Holiday Parks Section Manager.	New Policy.	211
2	28 May 2024	Holiday Parks Section Manager.	1.1, 2.2 and 4.1 – added ‘the’ when referencing Beachside Holiday Parks. 6.1, 6.2 – position titles updated to reflect current. 7.6 – Updated year to current version. 7.7 – Added Holiday Parks (Long-term Casual Occupation) Act 2002 (NSW).	107