



Surfside and Shipwreck Bay Holiday Parks Newsletter

Update for Summer 2023/24 guests

WARRNAMBOOL

Welcome to the Surfside and Shipwreck Bay Park update

A big hello to everyone from all the team at Surfside.

The beautiful weather is now back upon us and we are continuing to prepare the parks ready for your summer arrival.

Please make sure you read the important updates in the newsletter so your well aware of any changes that have occurred.

For the latest news and updates, be sure to Like the official Surfside Holiday Park Facebook Page and our Instagram Page — @surfside_warrnambool.

Paul McNamara,
Parks Manager



www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

Contact details

Surfside Holiday Park: (03) 5559 4700

Shipwreck Bay Holiday Park: (03) 5559 4720

Email: surfside@warrnambool.vic.gov.au

Website: www.surfsidepark.com.au

Postal Address:

120 Pertobe Road, Warrnambool, 3280

PO Box 198, Warrnambool VIC 3280

Please note that the office at Shipwreck Bay is only open from late December until the end of January. The phones will divert to the Surfside

Vans arriving early

All bookings arriving on Boxing Day have the opportunity to come in and set up their van early, free of charge.

Please note that vans arriving early cannot be set up until after 2pm on Wednesday December 20th and must be pre-booked at the office to ensure that your site is vacant.

All guests bringing in their van early will need to contact the office to get a code that will be active from 8am until 10pm on the day you have registered to set up only.

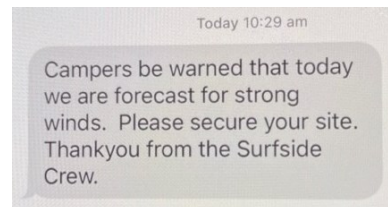
Please remember that second cars need to be registered and paid for at the office and **MUST** fit on your site. This year second cars will be \$20 per night.

Text Messages

Texting out important information like your boomgate code, total fire ban days and wind warnings has been extremely successful as staff are able to communicate to campers and keep guests updated with new information.

We will continue to text out all boomgate numbers from midday on the day of your arrival, which will be activated from 2pm.

Please make sure that your mobile contact details are up to date. Checkout time is strictly 10am.



BPAY

The park will now no longer be offering the option for guests to make payments via Bpay. Instead, from this season guests will be emailed through a link to their guest portal. Through the portal we can communicate information with you regarding your upcoming stay and it will also allow you to better manage the fees of your upcoming stay.



www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

Balance of payment

When you paid your deposit for the coming season, along with your receipt you also received your tax invoice for your balance of payment. This change has been put in place to assist you with the planning of payments for your summer stay and to alleviate office congestion. If you haven't received or have misplaced your tax invoice please contact the office by phone or by email.

Please note that full payments, refunds and transfers will still be required no later than 60 days prior to your arrival. As per our policy, if you haven't paid in full or submitted a refund, transfer or cancellation form 60 days prior to your arrival, you risk the cancellation of your booking.

Please remember that once your account has been paid in full you are required to email or phone us with your vehicle registration number so that we can text you through your code for the boomgate. Our system doesn't roll your vehicle registration number over from previous seasons.

Can't make it this year?

If you're not taking up your site this peak season, there is some important information you need to know. You can apply for a refund or you can transfer your site over to next season. Please be aware that you can only transfer one season. For the convenience of guests and office staff we now have the addition of a new online form, which can be accessed directly from our website. Please remember that in order to avoid a processing fee, please send us your forms at least 90 days prior to your arrival.

Transfer policy

To be fair to the high number of people wanting to book in over the summer period we have updated our transfer procedure.

Bookings can only be transferred for one season and then they either need to be paid for in full or forfeited for the following season.

After 90 days prior to your arrival a site will be offered to those guests on the waiting list before it can be transferred over to family members.

For a quick reference on how we process our refunds and transfers please see the table below.

Our fully updated Booking Procedures Policy has more information about applying for a refund or transfer. It can be found on our website www.surfsidepark.com.au.



MORE THAN 90 DAYS PRIOR TO ARRIVAL (NO FEE)	BETWEEN 60 AND 90 DAYS PRIOR TO ARRIVAL (\$15 FEE)	BETWEEN 30 AND 60 DAYS PRIOR TO ARRIVAL (\$30 FEE)	LESS THAN 30 DAYS (N/A)
CANCELLATION	CANCELLATION	CANCELLATION	CONDITIONS APPLY
TRANSFER	TRANSFER	TRANSFER	
CHANGE TO PREF	CHANGE TO PREF	CHANGE TO PREF	

www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

What if I want to make changes for next season?

All sites that are cancelled or transferred will be offered to guests that are on the waiting list and have filled in a change to preferential booking form or a new booking form.

What is a change to preferential booking form?

A change to preferential booking form is where a customer who has rebooked the same site and the same dates as the year before, wants to make a change in dates or site number for the following season.

What is a new booking form?

A new booking form is for anyone who cannot make a booking for the following summer as a preferential or for first time campers.

How are these forms processed?

These forms are put onto a waiting list in the order by which they were received. Please note that the preferential booking forms always have first priority over all new booking forms. Change to preferential forms cannot be submitted until Boxing Day for the following season. Please be aware that these forms are only valid for one season.

How do customers find out if they are successful or unsuccessful with their request?

Bookings for the following season will open up from 8.30am on February 14 for the following season. All changes to preferential bookings and new booking forms will have been processed in the days leading up to this date. Customers who have been successful in their request will be emailed or posted out an acceptance letter as well as a new tax invoice with the changes attached. Customers who are unsuccessful will also receive an email and will need to contact the office on/after 8.30am on February 14 to make other arrangements for the following summer. All unsuccessful guests will be added to our waiting list.

Vehicle reminder

Through the peak of summer we often experience problems with new guests driving to their site only to find a car or van parked there. The problem is made worse when we can't find the owner of the car, meaning the new guest cannot start to set up.

The best way to avoid this is to ensure that cars are correctly parked on the booked site and that we have the correct registration numbers and contact details so owners can be contacted promptly should they be parked incorrectly.

Please do not park your vehicles in staff parking.

Please remember that second cars need to be registered and paid for at the office for \$20 per night and MUST fit on your site.

New Year's Eve wristbands

All campers who are booked into the park for New Year's Eve will be required to wear a wristband to help security guards and the police identify who is booked for the park on the night. Wristbands are free for booked in guests.

All visitors after 10pm will be required to purchase a wristband from the office. Wristbands are \$10 per person or \$20 per family.

We had great feedback about the wristbands from security staff, police and campers in previous years and have made this procedure more family-friendly by setting a family fee.

We encourage all guests to collect their wristbands before the night to alleviate the last minute congestion in the office.



www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

Final upgrades to our Mariners Cottages and Cedar Cottages



Mariner Cottages 4,5 and 6 have been given an upgrade throughout winter which includes a new kitchen, a paint, new curtains, and a queen sized bed. With this change the new rooms now include a queen bed with one bunk bed only.



Important reminders

Please make it your responsibility to lock away any valuables while staying at the park including eskies. Remember to secure or lock away your bikes, scooters and fishing rods.

Speed in the park

The safety of our guests is of paramount importance. Please assist our cause by limiting your vehicle speed to 10km/h (brisk walking pace) whilst within the park. Failure to adhere to this rule will result in the cancellation of your boomgate code.

Bikes, scooters and skateboards must also adhere to this rule and safety equipment is required to be worn at all times. Bikes, scooters and skateboards are not to be used around communal areas and amenities blocks at any time and are not to be used once street lighting is on.

Legal e-scooter use

You can legally ride an e-scooter in Victoria if:

- you ride on shared-use paths (not on foot-paths) and roads up to and including 60km/h
- you are at least 16 years old
- you wear a helmet
- you do not travel more than 20km/h
- you do not use your mobile phone
- you do not carry a passenger (dinking).

Legal e-scooter definition

A legal e-scooter is defined as a vehicle designed for use by one person and:

- has a maximum speed capability of 25 kilometres per hour when ridden on level ground
- transports a person while the person is standing
- has 2 wheels (one in front of the other)
- has a footboard between the front and rear wheels
- is steered by means of a handlebar
 - can be propelled by one or both of the following
- one or more electric motors
- person pushing one foot against the ground.

www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

Re-booking for the 2024/25 summer season

Preferential bookings will open at 8.30am on Boxing Day for the 2024/25 summer season.

Summer children's holiday program

Our Summer children's holiday program is back. You can find information regarding our children's holiday program on posters around the park and in the office. Information regarding our children's program can also be found on the Surfside Facebook page.

Recycling saves you \$\$

Please remember to be a tidy camper and put your plastic, glass, paper and cardboard in the new yellow bins. We had some great results last year with our recycling system and we will continue to increase the number of recycling bins. With general waste disposal charges continuing to increase, recycling more helps site fees stay as low as possible.

Extending your stay

If you wish to extend your stay after you have arrived in the park this summer, full payment for the extended nights must be made at the time of booking. Extra nights will NOT be held or confirmed until the payment is made.

Extension is of course subject to availability.

Shipwreck Bay office opening date

The Shipwreck Bay office will be opening for summer on December 20.

Until this time all Shipwreck Bay enquiries can be directed to the Surfside Holiday Parks office.

Swimming and paddling pool policy

Swimming and paddling pools are prohibited in the Surfside and Shipwreck Bay Holiday Parks at all times. This policy is for the safety of all young guests to the park and is consistent with local laws.



www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

Parking outside the park

Surfside guests are encouraged not to park in the Surf Club carpark. This takes places from both guests to Simon's Restaurant and volunteer surf patrol lifesavers. There are also parking restrictions in place in this area from 1am to 6am.

Please be aware of signage regarding parking at Lake Pertobe.



Park Improvements Made During the Year

- Upgrade to three of the Mariners Cottages, 4,5, 6
- Upgrade to four cedar cottages
- Resurfacing of some roads in Surfside
- Ground maintenance to some sections in both parks
- Ongoing tree/hedge maintenance to some areas of both parks
- A new retaining wall for section 2 at Shipwreck Bay



www.surfsidepark.com.au



WARRNAMBOOL

Surfside and Shipwreck Bay Holiday Parks Newsletter

Things to check out in Warrnambool

What's on this summer

Check out whatson.warrnambool.vic.gov.au this summer to see all of the great community events happening during your stay. Here are a few of the highlights:

Fresh Fruit Market

Every Sunday from 9am @ Lake Pertobe next to Mini Golf.

Undercover Sunday Market

Every Sunday from 9am @ the Warrnambool Show Grounds.

Warrnambool Family Carnival

December 26 - January 26, 7pm @ Pertobe Road
Picture the quintessential Australian carnival. Well, that's exactly what you can expect. From dodgem cars to dagwood dogs, it's all there.

Summer Night Markets

Every Friday from December 29- January 26, 4pm @ Lake Pertobe

The extremely popular summer night markets and outdoor film screenings at Lake Pertobe return in summer, guaranteeing a great evening out for the whole family. Locally made goods, delicious food and live music.

Go Surf School

Operating each day over summer at McGennans Carpark, just past the Surf Life Saving Club and Beach Kiosk. For further enquiries or to make a booking please go to

<https://gosurf.com.au>

Woodford New Years Eve Cup

The Woodford day is one of the south west regions leading race days and is held on New Years Eve.

Warrnambool Gem Club Annual Gem Show

The gem show will be held on January 13th and 14th at Our Lady Help of Christians School, 2 Selby Road, Warrnambool Saturday from 10am until 5pm and Sunday 10am until 4pm

Flagstaff Hill

Daily Children's Holiday Program

Chill On The Hill—Wednesdays in January, 5-8pm

Enjoy great local produce and a glass of wine relaxing to the sounds of some of the best talent from across the region.

40th Annual Surf 'T' Surf Fun Run Walk

Starting at Lake Pertobe, Sunday January 8th 2023. Run 10km and 6km, Walk 6km. Or Lap of the Lake 3km. Registrations are now open - <https://www.registernow.com.au/secure/Register.aspx?E=47978>

Grand Annual Sprintcar Classic

January 19, 20 and 21 @ Premier Speedway

The Grand Annual Sprintcar Classic, held in January each year, is the largest event of its type in the world. Running over three nights, the Classic sees more than 100 drivers vie for glory in front of baying crowds in the tens of thousands.



www.surfsidepark.com.au

Introducing our new Staff Members

Outdoor Staff

Steven Douglas — Facilities Co-ordinator

Steve started working with us a few years ago and you may remember him as our night manager. Steve enjoyed his role over summer so much that he has now moved into his new role with us on a permanent basis as Facilities Co-ordinator. Outside of work Steve enjoys his motorbikes and spending time with his beautiful wife and young daughter. Steve's family will be extending through November with the arrival of his second child.



Fabian Rarere— Maintenance worker

Fabian started with us in December last year as apart of the cleaning team. We are now introducing Fabian to you as our new full time maintenance worker. Fabian enjoys helping campers and the fun summer atmosphere. Fabian is a mad Essendon supporter, who also enjoys playing 10 pin bowling and golf. Fabians most favourite role outside of the park is being Uncle to his nephew, Levi.



Surfside and Shipwreck Bay Holiday Parks Newsletter

Snap and Win

For your chance to win a \$1,000 accommodation voucher, or one of four \$200 accommodation vouchers be sure to enter our #surfsidecamplife23 photo competition this summer.

Share your behind the scenes Surfside moments with the hashtag

#surfsidecamplife23. We want to see

the simple things that make camp-life so special. Setting up, playing games, meals and shenanigans . Remember to check in at Surfside, follow and tag us for your chance to win.

Head to our website for full terms and conditions. For an extra chance to win \$200 please submit a camplife TikTok

