**Office Hours / Check Out**

Weekdays: 8:30am-4:30pm

Sat & Sun. 9:00am-1:00pm

PH: (02) 6205 5230 AH: 0466 419 099

Office location is next to the main gate entrance gate 2.

10 Flemington Road, Mitchell 2911.

P.O. Box 456 Dickson 2602.

Email: campingepic@act.gov.au

Website: www.epic.act.gov.au

**Check out time is approx. 10am**. If you would like to extend your stay please do so before checkout time.

GPS address: 10 Flemington Road, Lyneham or Mitchell.

**A maximum stay of up to 28 days within a 56 day period is permitted.** Extended stays for visiting contractors may be considered by Management but requires that a proof of work contract be provided.

**Fees / Refunds / Cancellations**

Prices are according to length of Caravan or RV and are based on 2 people. **There is a $5 charge per extra persons 5 years and above.**

Powered site $35 under 12m

Powered site $40 over 12m Non-powered Site $30 Site Reserve Cone $20 Storage $6 per night

**Refunds/cancellations: In the event of a cancellation or a ‘no show’ there will be an administration fee charged equal to the cost of one night’s stay, with remaining funds returned usually within three working days. Noise / ANTI-SOCIAL Behaviour**

The peaceful enjoyment of our campground and its facilities by all campers is important to us. Please assist by being considerate to your neighbours and restrict noise from radios, television and social gatherings after 9pm and before 8am. EPIC management reserves the right to ask campers or their guests who break these rules and regulations or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors, to leave the campground immediately. In these circumstances your stay ceases with no refund issued. Children are to be supervised at all times.

**Securing Your Site**

While EPIC management do their best to ensure a safe and secure environment, we recommend that visitors take the precaution of securing items of value inside and outside your accommodation at all times. Exhibition Park In Canberra and/or the ACT government shall not be liable for any loss or damage to your property. If there are any incidents at the campsite, which cause damage or possible injury, please report the matter to EPIC staff (0466 419 099) or for criminal activity directly to the Police; 131444 or for Emergencies; 000.

**Vehicles (20 KPH MAX SPEED LIMIT)**

The safety of our guests is of prime importance please do not exceed the posted speed limit of 20 kph while on site. Please park within the perimeter of your site. A designated area is provided for the washing of vehicles at the DUMP site between 8:00am to 6:00pm, its use may be further limited during water restriction periods.

**Pets**

Friendly, well mannered, properly controlled pets loved and cared for by responsible owners are welcome at EPIC. But aggressive animals with owners who will not control and clean up after their pets are not welcome and they will be asked to leave without a refund. It is wise to discuss pets and their needs with park management before arriving at EPIC, particularly in peak season to prevent misunderstandings. **Your Site / Power**

Please **display your site sticker** on the front of your accommodation (ie gas bottle draw bar) as only authorised campers may use the site. For your safety there is no camping allowed under the high voltage power lines. It is our policy to reduce trips and falls by advising campers to use high visibility materials to mark rope and tent pegs. Over usage of power at any one time may cause a power outage, please only use one power outlet. If you have a problem please ring our number office no. 62054976 during office hours or after hours on 0466 419 099 for assistance. It is important to keep your site clean and tidy and ensure there are no obstructions on roads. Please dispose of your general waste and recycling in the skip bins & recycling bins provided. Refer to map for location and check with EPIC management on the use of barbeques as Fire Restrictions may apply, no open fires are permitted at any time. **Amenities**

**Smoking is not permitted in the amenities area.** In our commitment to conserve water, please limit your shower to a reasonable time and use the appropriate male or female amenities block. Household rubbish should not be disposed of in the amenities bins. In the interest of safety, it is important to ensure that your children are accompanied to the showers and toilets. All campers are asked to keep toilet, shower, laundry and the camp kitchen as clean and tidy as possible. **SEWERAGE WASTE**

Overnight pails and/or cassette toilets may only be emptied into the black water dump point sign posted and located in the EPIC campground. Under no circumstances is black water to be disposed of in the amenities block. Refer to the site map for the grey and black water dumping point locations.

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**If you have a complaint or suggestions on how we can improve our camping ground please bring it to the attention of EPIC Management or, if you prefer, fill in a feedback form and drop it in to the camping check in office. These rules and regulations are for your information and help us maintain a safe, clean and comfortable environment for all our campers. We hope you enjoy your stay at the EPIC campgrounds.**

**EPIC’S CAMPGROUND VISITORS’ FEEDBACK FORM**

**To help us to assist you further, we would appreciate you filling out EPIC’s feedback form.**

**Please return the form to the Camping Office. Thank you.**

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**What do you think of the facilities and amenities at EPIC’s Campground?**

**Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**How could we improve our Campground?**

**Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Did you receive excellent customer service from our staff? Yes No**

**Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Did you enjoy visiting Canberra? Yes No**

**Did you visit any of Canberra’s major attractions? Yes No**

**If yes, which attractions did you find most enjoyable?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Would you stay with us again? Yes No**

**Would you recommend EPIC’s campground? Yes No**

**Any further comments or suggestions you would like to make?**

**Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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 **From EPIC Management![C:\Documents and Settings\liz\Local Settings\Temporary Internet Files\Content.IE5\DWWDBIW7\MC900437581[1].wmf]()**

**EPIC’s Campground Emergency Procedures and Evacuation Plan**

To ensure that the correct response is made to any emergency situation that may arise at the Campground, campers are requested to make themselves familiar with the details of the emergency procedures and evacuation plan.

 In the event of any emergency:

* Is someone seriously injured or in need of urgent medical help?
* Is your life or property being threatened?
* Have you just witnessed a serious accident or crime?
* **Dial Triple Zero - 000** - Stay focused, stay relevant, stay on the line
* Do you want Police, Fire or Ambulance?
* Stay calm, don't shout, speak slowly and clearly
* Tell the emergency service exactly where to come.
* The main entrance to EPIC, Exhibition Park In Canberra is at Gate 2, located on Flemington Road, near the Northbourne Avenue intersection. If Gate 2 is closed, Gate 1 is always open, which is located approximately 300 metres **north** of Gate 2.
* The camping office is beside Gate 2 at the **northern end** of the Venue Management Office. We have a first aid kit available at the camping office.
* The camp ground is situated at the **northern end** of the main arena.
* You must also contact the Camping Office on 6205 5230 and/or EPIC’s after hours on-call duty officer, on 0466 419 099.

 **If you are deaf or have a speech or hearing impairment call 106**

* This is a Text Emergency Call, **not** SMS
* You can call from teletypewriters
* Text which service you need and where to come

 **Canberra Public Hospital Calvary Public Hospital**

 **02 6244 2222 02 6201 6111**

 **Yamba Drive, Woden Mary Potter Circuit, Bruce**