EDEN
YARRA VALLEY
STAY • PLAY • CELEBRATE

Welcome Pack

1. READ & SHARE

Your Welcome Pack contains important information about the property and will ensure guests are fully prepared for an enjoyable stay. Please pass this pack on to ALL guests joining you to avoid any confusion or misunderstandings about the terms of your stay.

2. ENTRY CODE DETAILS

- No keys required, Keypad entry for all doors
- Personal codes for your stay will be sent to you via text after Bond processed approx. 24-48 hours before check in
- Enter the code by fully depressing buttons
- To disengage locks and avoid the need to use code during your stay: from inside, turn the arrow downwards, away from the locked sign. To re-lock, place arrow to "LOCK" sign

3. WIFI

Free WIFI is available in the main house, guest wing and chalets. We have recently upgraded to NBN for improved speed and coverage across the property.

Network name: **Telstra 5EC895**
Password: **inthevalley**

4. PARKING – 2 CAR PARKS

- **Maximum of 17 cars**
- If you know you will have more than 17 cars, please advise us and we will open up the staff carpark, which is located at the rear, and not ideal for all guests
- We highly recommend allocating parking spots before arrival to each guest staying: either the main carpark off 305 Steels Creek Rd or Valley Rd (first driveway on right). We suggest those staying in bedrooms 1- 6 park in the Valley Road parking area
- The estate plan attached has detailed parking instructions, regarding 'how to park' and 'what size car' we recommend for certain spots
- Following the plan will ensure a smooth check in, avoid cars being blocked in and limit costly damage to our grounds and infrastructure such as bollard lights and edging
- **There is strictly NO parking on the lawn at Eden Yarra Valley**
- **NOTE:** If Chalets are not booked as a whole estate (8 bedrooms rather than 10 bedrooms), please be aware that the Chalets may be booked by other guests. Chalet guests will park in designated spots on the property (leave 2 spaces clear) and may walk in the gardens, but DO NOT have access to the pool or games or bar areas. These facilities are for the private use of the Eden Yarra Valley main house booking

4. CHECK IN/OUT TIMES

Check in from: 4pm **Check out:** by 10am

- Unfortunately, we are unable to offer extended check in and check out times, unless a special arrangement has been agreed in writing with guests. Check out time is for whole estate including car parks.

5. YOUR ACCOMMODATION COMES WITH

- General cleaning products
- Gas for the BBQ
- Hand Soap
- Dishwasher tablets
- Hand & tea towels
- Bath towels & bathmat
- Garbage Bags
- Toilet Paper
- Hairdryers
- Dishwashing supplies
- Kettle

• Water jugs
• Cutlery and crockery
• Wine glasses, champagne flutes, water glasses
• Serving platters and bowls and trays

LAUNDRY/WALK IN PANTRY EQUIPPED WITH
• Large fridge/freezer
• Ample storage cupboards
• Washing machine and dryer
• Second sink and DW
• Washing basket, pegs and washing powder

6. KITCHEN IS FULLY EQUIPPED WITH
• 900mm Oven and electric hotplates
• Microwave
• Pots and pans
• Baking dishes
• Rice cooker
• Sandwich press
• Food processor/blender
• Teapot
• Toaster
• Salt & Pepper
• Sugar
• Basic herbs and spices
• Teabags

7. COFFEE, COFFEE, COFFEE
The number one guest query: Yes we have a Nespresso machine; It takes original Nespresso pods only. Starter pack of 20 supplied. Please bring your own supply. Yes we have a large milk frother. Yes we have plungers suitable for ground coffee. Yes we supply instant coffee also.

8. LINEN
• Eden Yarra Valley linen is fully supplied for guests. Included you will find on each bed a quilt with cover, mattress protectors, pillows, pillow protectors, pillow cases; plus towels and spare blankets
• Due to hygiene reasons, please do not use sleeping bags. We do not supply beach towels or face washers.
• Please bring your own make up wipes and DO NOT USE white towels to remove make up. DO NOT flush wipes down the toilets, as this will cause blockages

9. CHILDRENS' ITEMS
• Highchairs and porta cots available for hire with your booking for a nominal fee. Please ensure these are thoroughly cleaned if used, and packed up at the end of your stay. No linen supplied for cots.
• Plastic kids' plates, bowls, cups in kitchen

10. DON'T FORGET TO BRING THESE ITEMS
• Personal Toiletries
• Bathers
• Additional Nespresso Coffee Pods and/or coffee for plunger
• Board Games (some available in games room)
• Torch (Powerful for Emergencies & animal spotting)
• Insect Repellent
• Floatation Items for pool
• Beach Towels (we only supply one bath towel for each guest)
• Face Washers
• Sunscreen
• First aid kit
• Make up wipes

11. IMPORTANT SAFETY INFORMATION FOR YOUR STAY
• The property has a dam and a creek bed running along one side which is not fenced. This creek does not usually have any water flowing, but parents/guardians are responsible for supervising children at all times

• The property has a pool, and several ponds with water and fountains. Parents/guardians must supervise children at all times.
• The property has a trampoline and swing set available for children's use. One person at a time on trampoline please Parents/guardians must supervise children at all times
• There are gates blocking property from road at two entry driveways. You are welcome to close these during your stay
• The wood heater in bedroom 8 is not operational. Wood heater in the main house is operational, but please do not let children play with this or other heaters and supervise them during operation
• There is a NO SHOES policy for all rooms with carpet

12. WATER

• Eden Yarra Valley operates on tank water which has to be purchased and brought in by truck to fill our tanks. The property has had a substantial upgrade to the water systems so that we can provide pristine quality, triple-filtered drinking water to our guests
• Please be mindful of water use, especially with spas and closely supervise children so taps are not left running, etc.

13. POOL

• There is an inground saltwater pool at the property which is fully fenced and gated. It is serviced regularly by a pool company, generally every Friday morning. Our service person normally attends between 8-9am and will be discreet and enter from the rear of the estate
• At the pool deck are deckchairs, umbrellas and small tables. We request umbrellas are packed down each night when not in operation and when checking out to avoid damage from winds (and replacement costs)
• Automatic lights come on around the pool area at night. Pool has underwater lights also which come on at night
• NO GLASS is permitted to be used in the pool area. Strictly no running or diving into the pool
• **After 10pm, no music or loud noise** in the pool area is permitted to avoid disturbing our neighbours
• Please see T & C's Clause 15 regarding safety when using pool

14. SECURITY CAMERAS

• We have security cameras at Eden facing driveways and parking areas for security and noise monitoring

15. EXTERNAL POWER POINTS

• Eden is powered by multiple pumps that run our septic systems and all running water
• **Do not unplug any power points in use at any time!** Please advise all guests of this

16. NOISE

• Our neighbours **will call the Police** if you create excessive noise at the property. To limit noise travelling and disturbing our neighbours, please 1) turn down the base 2) close doors to common areas 3) face speakers away from Valley Road and Steels Creek Road and 4) close Valley Road gates

17. GET YOUR BOND RETURNED IN FULL

• The last thing we wish to happen when you check out, is that the need to apply any of your bond
• Our biggest challenges are 1) rubbish not being broken down 2) loud noise and late noise 3) putting furniture/items back where found 4) checking out on time, including both car parks, and 5) BBQ and Oven not cleaned/left as supplied
• You will receive a text reminder the day before with a check out list and there is further information on the fridge in the kitchen
• If you have any concerns that the group are not able to follow any of the requests, simply let us know before you check out and we will assist you

We hope you create some wonderful memories at Eden Yarra Valley!

Updated 19 June 2024