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

- Entry codes to doors and lockboxes will be provided via text the day before check in

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. Details in each room.

4. MAIN PARKING – STEELS CREEK ROAD

- **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, but is not ideal for all guests
- We highly recommend allocating parking spots before arrival to each guest staying: either the main carpark off Steels Creek Rd or Valley Rd. 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**
- **Please DO NOT PARK ON VALLEY ROAD at any time: This makes our neighbours very, very upset!**

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 both car parks.

5. YOUR ACCOMMODATION COMES WITH

PERSONAL USE

- Hand Soap
- Body Soap
- Bath towels & bathmat
- Toilet Paper
- Hairdryers
- Tissues

GENERAL USE

- General cleaning products, including for the BBQ
- Gas for the BBQ
- Dishwasher tablets
- Hand & tea towels
- Garbage Bags
- Dishwashing supplies
- Kettle
- Water jugs
- Cutlery and crockery
- Wine glasses, champagne flutes, water glasses
- Serving platters and bowls and trays
- 6 Irons and ironing boards

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
- Teapots
- Toaster
- Gluten Free Toaster
- Salt & Pepper
- Sugar
- Basic herbs and spices
- Teabags
- Instant coffee
- Coffee plungers

7. COFFEE, COFFEE, COFFEE

The number one guest query: Yes we have a Nespresso machine; It takes original size pods. Starter pack of 12 supplied. Please bring your own supply – Nespresso brand only will fit. 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

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 (including shampoo and conditioner)
- Bathers
- Additional Nespresso Coffee Pods and/or coffee for plunger
- Board Games (some available)
- 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. 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 during operation
• There is a NO SHOES policy for all rooms with carpet
• **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 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

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. 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 rubbish not being broken down, loud and late noise, putting items back where found and checking out on time, including car parks
• 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 request, 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 8 October 2024