

PROPERTY INFORMATION & DISCLAIMER

General Information

The following information is to help guests know what to expect when staying at Ecoasis.

Our guidelines are to create harmony for you, us and the environment during your visit.

Please take great care of yourself, other creatures and our property,

Thank you.

Reception

The reception area is open from 8am - 8pm for the convenience of DVD's, games and tourism information and key drop offs. We are often out in the field and our office is not always attended. You are welcome to enter the reception while we are out and if you need to speak to someone, make an appointment or sms 0409 200 167 between 10am - 3pm.

Emergency calls after 6pm and before 9am.

Check in Online with our self-check in form.

Check out 10 AM AEST (NSW time) unless otherwise arranged.

Late check-out fees will apply.

Emergencies

Please contact onsite managers **FIRST** prior to calling 000.

For assistance please call the manager onsite: Sandro or Iya : 0409 200 167

In case of emergency call 000 - fire/ Ambulance/ Police Hospital

Murwillumbah Regional Hospital - 02 6672 1822

Dentist - Smile Street Murwillumbah - 02 8014 8686

Doctor - King Street Med, Murwillumbah - 02 6672 4244

Chemist - Varela Swift Pharmacy, Murwillumbah - 02 6672 2388

First Aid A small First Aid kit is available in all Chalet Kitchens and at reception. Please report any incidents and accidents to management before departing the property.

Transport Ride Share Driver - Steve: 0409 419 852 Tweed Taxi: 02 6672 1344

Ecoasis General Guidelines

Self care All of our visitors at Ecoasis are required to be fully self responsible for their own wellbeing and considerate of our property, wild life and other guests. You are in a new environment, please be cautious.

Vehicles The speed limit throughout the resort is 10 - 20 km/h. The roads are shared by pedestrians and wildlife. Speeding drivers will be prohibited from driving through the resort and will be asked to leave their vehicles at the reception parking area.

The driveway is suitable for 2WD. If you find your car is skidding on the driveway apply a little speed for momentum and travel in 2nd gear..

Car Parking There is free parking out the front of your chalet. Please park in the indicated spaces so other cars can pass by. Be aware you are in a forest and we can not assume any liability in the unlikeliness of a branch falling. If you have concerns you can park your car at the reception area or the water tank clearing.

Water All of our water is from rain, collected on the roofs into tanks. Sometimes the Eucalyptus leave a tannin colour in the water. As an extra precaution we treat our tanks with Hydrogen peroxide which is safe for human consumption. We also provide complimentary chilled or room temperature spring water located in the water dispenser. If you run out, sms us and we will deliver.

Please be considerate of your water usage such as leaving taps running. Over spilling the bath, leaving the tap on and hence leaking the full tank of water will be charged accordingly.

Linnen We think you will sleep better knowing ecological living is at the heart of our ethos at Ecoasis. In all ways we aim to live in harmony and reciprocity with our environment. All our laundry is washed onsite with our rain water and Tri Nature organic lotus and camellia detergent. You may enjoy the fresh sun dried smell on your sheet (when possible) or ecologically dried with heat pump rated 9*energy efficiency (very low consumption).

Occasionally gum leaves will stain the water with tannin. This is totally harmless however it will sometimes leave a little forest kiss on your white towels, if you find one, you know it's just a stain. Our grey water is a special worm farm style septic and must avoid harsh chemicals. For your health and the environment, we wouldn't want to treat our Linnen and towels with harsh chemicals anyway.

Baths/Spas To use the Spa Bath feature, be sure to fill the bath at least 5cm over the jets or the water will spray in the air.

The use of bath bombs, oils, botanical mater ie rose petals, glitter bombs is prohibited from use in baths or spa baths. As we are on septic systems, these contaminate the septic systems and pipes in the spas. Use of these will incur an additional cleaning and potentially damage fees. The use of plain Epsom salts & Magnesium is ok.

Hotel Amenity We are pleased to offer our locally hand made bio soap from Church Farm in Billinudgle, Northern NSW. All natural ingredients and delicious essential oils. Suitable for your FACE - BODY - HAIR. Our approach is to minimise wastage of products and plastic bottles. Please take your soap with you, and if you like more - check out our shop!

We also provide you with Bio-hand wash from Young living essential oils - Foaming Thieves oil soap. Do you know about Thieves oil! It's a special recipe from the 13th century Black Plague that was designed and used by the thieves that were pillaging the deceased. When they were caught, their lives were spared in exchange for the recipe that kept them alive. We love thieves oil, Its a blend of spices that smell delightful and will keep all nasties away. We sell pure Thieves oil in our shop as well as Thieves blended products. Excellent for colds and flus.

Toilets As stated above we are on rain water tanks that from time to time can contain tannin from the gum trees. As a result our toilet bowl can appear stained or dirty. Please be assured we keep our Chalet hygienically cleaned to the highest standards with Tri Nature disinfectants and we can not use harsh chemicals or bleaches or it will destroy our delicate Eco-septic - and stink!

If the discolouration bothers you, we have bathroom cleaner under the kitchen sink with the cleaning products. All tri nature products are highly concentrate and you only require a small squirt. Thankyou for your understanding.

Air Conditioner & Heaters We value the earth and our precious resources, please turn off aircon, heaters and lights when out of your Chalet. Please do not use the heater or aircon with the doors or windows open. If your Chalet becomes moist from the condensation from the COLD air conditioner and/or steam from your bath, please use the extractor fan in the bathroom and the DRY mode on Air conditioning. Be cautious on the wooden stairs when wet.

Kitchen Your kitchen comes fully equipped and stocked with our complimentary supplies:

- > Espresso Coffee : Please enjoy our local Bastion Lane Coffee roasted in Uki Post Office. If you like a cappuccino, get down to the Roast Office, open 7 days a week.
- > Madura Tea, organically grown in the Tweed Valley
- > Himalayan Rock salt & Pepper
- > Organic Rapadure Sugar or raw sugar
- > Virgin olive oil for drizzling

> Byron Bay Breakfast "We the Many" Granola or Porridge, bio dynamic Milk, Tea & coffee. Is provided complimentary for the first 2 nights and will be in your kitchen when you arrive.

In addition to your complimentary breakfast we have a full menu you can select from, including our BBQ Hampers, Grazing platters with Champagne or local Husk distillery mixers, Italian wine menu and nourishing home cooked meals all from wonderful locally sourced organic Tweed produce.

How to use the Oven : Turn on all three nob's. The Temperature, The setting and the timer.

How to use the Tap in Chalet 1 & 2 : Horizontally slide the tap toward you to turn on and slide back to turn off.

How to use the dishwasher in Chalet 1&2: Rinse your plates and cutlery well, s - do not wash wooden items or chef knives in the dishwasher. Stack the dishwasher evenly and simply add the powder into the powder tray and use the Eco setting and press play. Make sure you have unstacked your dishwasher before you leave. Extra cleaning charges may apply if not.

Other useful items you will find in your kitchen :

- > Mini Blue tooth speaker
- > Mini first aid kit
- > Tea light candles and holders
- > Lighter
- > Torch
- > Lavender essential oil and oil burner
- > Mosquito coils

Plus our favourite tri nature cleaning products for your dishes and toilet

Find our menu on the website <https://ecoasis.com.au/food-menu>

(Please place orders 24-48 hrs in advance)

Gas BBQs Use caution when using the BBQ. You will find BBQ Tongs and spatula and oven mats in kitchen drawer. Please clean the BBQ after use and turn the gas bottle off.

Tea Ceremony Iya and Sandro Opened the Temple Garden Tea House in 2013, travelling to Taiwan to sit with the Tea masters, teachers and growers, returning with treasures from the east.

Now open at Ecoasis, we offer Tea Appreciation by Appointment, where you can sample the finest oolong teas from the high mountains in Taiwan. In the company of good friends, this ceremony will take you on a journey through your inner landscape, awakening your senses and your sensitivity to nature. Guests that join us for tea often remark on how much the experience enhances their stay. If you have questions please reach out, It's our pleasure to help you have the best experience while at Ecoasis.

Cleaning All our cleaning products are Tri Nature. We love Tri Nature because it works! It's a premium quality product made in Australia and it smells beautiful with all natural fragrances like eucalypt and lemon myrtle. And most importantly, it's safe on us, you and our sensitive ecosystem around us.

If you love tri Nature as much as we do, you can support us and purchase your cleaning products from our online shop. We will deliver to your chalet for you to take home. www.ecoasis.com.au
Price list at the end of this booklet.

Before you leave, please put everything back where you found it, all dishes are required to be cleaned and put away and the chalet clean and tidy, you'll find a vacuum or broom in the cupboard under the stairs and basic cleaning products under kitchen sink. Additional fees will apply if excessive cleaning is required;

Rubbish Our bins are located at reception car park. Yellow lid is for recycling, red lid is general waste and compost is in the big black bin. The black bin near your chalet is for you to use temporarily until you dispose of your rubbish at reception. Please dispose of all your rubbish before you leave or charges will apply.

Furniture Do not move our furniture or TV. Charges apply to damaged furniture.

Mozzie Coils Use only in the coil holder provided. These will burn any surface they are left on. For outdoor use only. Any damages to furniture or property will be charged repair or replacement costs.

Tea Lights Tea Lights must be in tea holders provided. Damages charged accordingly.

Smoking Smoking is prohibited indoors. Ashtrays are provided on the outside decks for your use. DO NOT throw butts off the deck. Fines apply for smoking indoors or littering butts. Be especially cautious of preventing bush fires.

Noise The serenity of Ecoasis Resort is essential to all our guests. Please respect others and keep music, loud noise and disturbances to a minimum. The sound echoes through the valley. Drones are not permitted to be flown on the property without permission.

Pets Pets are not permitted onsite, and guests will be asked to leave if there is a breach.

Additional guest:

All Chalets have 1 x Queen side bed and are designed for a one couple stay, other than range view that has two bedrooms and sleeps 4.

Each chalet has a guest sofa bed or fold out bed suitable for 2 x adults or 2 x children. Please notify us of your extra guests or visitors, failure to do so will result in the termination of your booking with no refunds.

Day guests are your personal guests who can visit for free as long as they are not staying the night, and they are required be included in reservation guest list, no exceptions. Please see our Terms and conditions on the website for Additional guest fees.