



perricootavinesretreat
unpack & relax

VILLA COMPENDIUM

for the guest

The following information is provided to ensure your stay at Perricoota Vines Retreat is an enjoyable & safe one.



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GUEST INFORMATION

welcome

We warmly welcome you to "Unpack & Relax" at Perricoota Vines. We truly hope your experience in our tranquil surrounds brings you the relaxing break or long awaited holiday you were seeking. We are always here to help/

Your Hosts, Jan & Barry Donchi

with Sally, Kirsty, Belinda, Ken, Jacqui & Shannon TEAM PVR

EMERGENCY NUMBERS

phone

RECEPTION

Ph: "9" or "106"

AFTER HOURS STAFF ASSISTANCE

0416189215

0408505474

HOSPITAL

(03) 54 855 000

AMBULANCE

000

MOAMA POLICE

(03) 5482 0099 (000)

ECHUCA POLICE

(03) 5482 2255 (000)

FIRE

000

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400 Perricoota Rd Moama NSW 2731 03 54826655 enquiries@perricootavines.com
www.perricootavines.com



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RECEPTION HOURS

nine till five

9:00 AM - 5PM

From time to time the office may not be attended. Please use the wall phone to contact us, or alternatively dial after hours staff on 0416189215 or 0408505474

CHECK OUT TIMES

ten am

Check-out time for all Villas is 10.00am. Should you require a check-out before 8.00am, please contact reception the night before. A late check-out fee may apply if not previously arranged with reception.

INTERNET ACCESS

wifi hot spots

Please enjoy complimentary WIFI Hot Spots available throughout the property and near each swimming pool.

No password required.

Should you have any difficulty accessing the 'perricoota vines' WIFI service, locate the nearest pool to connect to the strongest hot spot before returning to your villa. Occasionally the rebooting of the WiFi mainline is required in reception. Please contact us via 106 on your villa phone if any difficulty with connectivity is experienced.



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IN ROOM MASSAGE

healing time

Our on site healer and masseur Alison Connelly of Mi Yoga offers a range of treatments including Hot Stone Massage, Relaxation Massage, Chakra Massage & Traditional Reiki. Check prices, payment options and reserve your session via our website www.perricootavines.com from your smart phone or laptop. Alternatively you can contact reception on 106. Please book in advance of your stay to avoid disappointment. Should Ali not be available we recommend Endota Spa in Echuca as an alternative massage experience off site.

ON SITE YOGA - WEEK DAYS

mi yoga at the vines lakehouse

You've always wanted to try it. Or you're a devotee and are staying at the resort. Our on site healer Ali studied in India & is trained in Reiki and in Yoga Practice. At the Vines Lakehouse on site, she hosts Vinyasa, Yin, Mums & Bubs Yoga Classes or Beginners Sessions & is exclusive to PVR. Weekdays only. \$20 cash per session. MiYoga is Private Health Cover Eligible. Check our website on your smart phone for current session times.

LAUNDRY FACILITIES

communal laundry

A communal laundry is located behind the "Wisteria Walk" BBQ area opposite the 1 BR Lakeside Villas. Please feel free to use the laundry facilities during daylight hours. The Laundry will be locked each evening for security purposes.



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COMMUNAL FIRE PIT

for all

The new communal Fire Pit is located behind the pool & recreation room. It features 4 Red Gum bench seats & a fire wood stack for guest use. Should you require kindling or extra wood, please contact reception. Please be respectful of all guests at the Fire Pit. Perricoota Vines is a tranquil resort that encourages quiet interaction. Loud gatherings aren't in tune with the resort.

FIRE PIT TOASTING KITS

marshmallows

Fire Pit Toasting Kits are available at reception for \$7 and include a tub of marshmallows and toasting sticks. Drop in to reception or order via your smartphone at www.perricootavines.com under "Guest Info" "Fire Pit Kits" Feel free to use mother nature's toasting rods (fallen gum tree sticks are in plentiful supply on site!)

SWIMMING POOLS

access and rules

The pool areas are open for use from 8.00am - 9.00pm. The pool closest to reception is solar heated. The far pool by the Rec Room is best used in warmer months. We request that **PLEASE NO GLASS** be taken in to the pool areas at any time. **Young children (under 10years) must be accompanied by an adult at all times in and around the pool area.** Swimming in the lake is prohibited.



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RECREATION ROOM

pool table and table tennis

The Recreation Room is open until 10:30pm unless alternative arrangements have been made. Feel free to use the open aired barbecue areas in the nearby Wisteria Walk. The table tennis table and pool table is available for all guests. Please use your manners when others are waiting and have a great time! Return of the bats and pool cues to the place you found them is very much appreciated.

TENNIS

access and racquet hire

Use of the Tennis Court is complimentary, racquets and balls are available from reception. Additional racquets may be hired.

Our large, well worn tennis court is situated at the heart of the property in strolling distance from your villa and the nearby recreation areas. Tennis racquets are provided. Because we think of everything, the shaded spectator table offers comfort for all guests and is situated opposite the barbecue area.

FISHING

on the lake

Fishing on the lake is welcome. Fishing rods, hooks and sinkers are available at reception. Please return them after use in the condition you found them. Bait can be purchased at Echuca Camping Stores in the Port area. A simple google search on our smart phone "Fishing Bait Echuca" will lead you to your pot of gold!



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THE RESIDENT DUCKS

quack quack

Feel free to say hi to our resident ducks. You'll see them floating by the balconies on the lake on a daily basis. The ducks love plain bread as a snack. Please be respectful of the native wild life and ask the children in your care to not throw sticks. Thankyou for your understanding.

NEWSPAPERS

delivery and ordering

Newspaper delivery to your villa at 9am can be arranged upon request. Please order via reception or the website www.perricootavines.com the evening prior. A small surcharge will be added to your account.

THE SPA BATHS

use of villa spas

Guests using the Spas in Villas, please take special care at all times. The bath will need to be filled above the line of ALL jets before the spa is turned on (button only). Should you require the jets to be softer or stronger, please use the dial button and adjust to your comfort. Please use the concentrated bath gel provided sparingly. And enjoy! Tea candles are provided for your pleasure. Please be mindful of potential fire hazards with the candles.



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HANDMADE SPA SALTS

for your pleasure

Luxury handmade spa salts are available for purchase at reception. The jar of salts are made with essential orange essences, organic sage, lavender stalks and sodas. Feel free to order direct from your smart phone via our website and we will deliver to your room. You'll find the order form under "Guest Information" on www.perricootavines.com

LINEN

servicing of the villas

All villas are fully self contained therefore rooms are not serviced on a daily basis. Linen changes will only apply to guests staying more than 7 nights. (Linen will be changed half way through your stay). If any further servicing is needed or you require new linen or towels, please contact reception. If your garbage requires removal, we are happy to do this at any time. Please contact reception on 106.

SMOKING

smoking prohibited in villa

Thank you for not smoking inside your villa. Any evidence of in-villa smoking will incur an additional \$250.00 charge. Smoking is permitted on the balconies or courtyards with the balcony or spa door closed. We thank you for your co-operation for the comfort of those staying after you.



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CLIMATE CONTROL

heating and cooling

The reverse cycle unit will keep your Villa temperature comfortable if used correctly. To turn on the unit using the remote control please allow a minute for the unit to start. Ensure mode is set to correct setting i.e. heat (sun) or cool (snowflake). To maintain a comfortable temperature we suggest you set the temperature to 21 for heating & 23 for cooling.

PROVISIONS

in villa provisions

Complimentary provisions are provided in each villa. As our villas are self contained you will be required to purchase grocery items for the remainder of your stay. We recommend Woolworths Moama at the top of Perricoota Rd (as you drive back toward Moama) for liquor and grocery items. Local wines in each villa are available for purchase. Delivery of liquor & take away meals from a nearby provider is now available. Very handy! Ask about the service at reception.

DINE IN OR OUT

self contained villas and local eateries

Your villa at Perricoota Vines is fully self contained * & the property features several shady outdoor barbecue areas for the use of all guests. If dining in your villa using the kitchen, a trip to the nearby Woolworths Supermarket on Perricoota Rd will have you sorted for meals. But for those who'd prefer to dine out, we recommend **Three Black Sheep** cafe a few doors up from us (a leisurely stroll past the vineyards) They serve wonderful hot breakfasts and lunches. **Morrison's Riverside Restaurant** is also nearby, just off Perricoota Rd. As is the **Rich River Golf Club bistro**. We highly recommend **The Junction Inn** at Moama Bowling Club for those with no children). And our blog 'On The Vine' reviews a number of highly recommended eateries in town, including The Mill, The Sweet Meadow and Ceres. * Please note that the studio villas only feature kitchenettes.

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IN VILLA PHONE *standard charges*

The phone set in your villa can be used to contact reception or for outgoing calls.

Dial **9** or **106** for Reception

Dial **0** for Outside Line

Please be aware : Call charges are based on units of time

The cost of which increases with the distance you are calling. To lose track of time when making a call could lead to concern about the related charges

All calls are electronically registered at the Office and charged to your account.

STANDARD FOXTEL TV CHANNELS & DVD *the bar*

Each villa has access to standard Foxtel channels. DVD Players are in most villas. Some have side dvd slots in the tv set itself (look to the side), others are separate dvd boxes with discs slotted in the front. To watch a DVD, set TV to ATV or HDMI on your remote control. For assistance contact reception on '9' or '106' A.H. call 0416189215.

GIFT CERTIFICATES *the perfect gift*

An "Unpack & Relax" Gift Certificate from Perricoota Vines can include a clean amount to put toward accommodation, massage or yoga. It can also go toward a 2 night (minimum) week day or weekend stay in one of our many spacious villas in landscaped gardens or with lakeside views. A beautiful gift which will make unforgettable memories.

THE VINES LAKEHOUSE

The Vines Lakehouse at Perricoota Vines Retreat is Echuca Moama's most popular event venue. The spacious, poolside lakehouse, lit by chandeliers overlooks the vineyards, adding a touch of class to your event. The open fireplace adds warmth, while the bar staff, adjoining catering kitchen and self catering options give you the opportunity to tastefully host. Our friendly staff assist you in putting together your event, whether it be for a small gathering or a large group wishing to stay on site in the spa villas.



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UPON DEPARTURE

polite request

Please leave villas as you found them upon departure. An additional cleaning fee may be applied if extra cleaning is required. Thank you for understanding.

JOIN THE FAMILY

loyalty club savings

We encourage all guests to join our Loyalty Club at reception or on your smartphone/laptop via our website www.perricootavines.com

- * Receive 10% off accommodation as a returning guest
- * Receive 20% off accommodation (5 or more visits)
- * Complimentary bottle of wine when booking direct (not 3rd party booking site)
- * Be first to hear of latest specials and gain exclusive Loyalty-Club-Only offers
- * Receive "On The Vine" E-News bulletin. A curated guide to local attractions and upcoming ticketing events.

RECOMMENDATIONS

for dining entertainment and fags

For Echuca Moama recreational recommendations, upcoming specials, luxury add ons during your stay and answers to Frequently Asked Questions, visit our website www.perricootavines.com



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BE SOCIAL

join us on social media

Share your PVR pics & stories with Hashtag #perricootavines

FACEBOOK @PerricootaVines

INSTA @perricoota_vines_retreat

TWITTER @perricootavines

WE VALUE YOUR FEEDBACK

reviews

We value your feedback and hope to continually improve the experience of our guests with your suggestions.

We welcome you to share what you enjoyed at Perricoota Vines Retreat on Google Reviews (our favourite platform), Trip Advisor and [booking.com](https://www.booking.com) We read our reviews regularly and thank all our guests for their glowing reviews. Should you have any suggestions on how we can improve, please talk to us at reception upon checkout or email us via enquiries@perricootavines.com

We've worked very hard for very many years to build the reputation of our retreat as a quality holiday destination. A bad review online can do a lot of damage to our bookings, so please talk to us before you post a negative review. We may be able to help solve your criticisms of your experience here for you, firstly and for other guests which is our priority.

Thank you.



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ABOUT THE RETREAT

a family run success story

Perricoota Vines Retreat was opened on the 26th of December 2000. The resort was created by locals Jan and Barry Donchi and as a family run business, has evolved into one of the region's most popular and award winning accommodation facilities.

The luxury 1, 2 & 3 bedroom villas have been built using reclaimed timber from Barry & Jan's Nullarbor Sustainable Timber Plant in Moama's industrial estate. Set on a 10 acre site, Perricoota Vines boasts majestic views toward vineyards and willow-lined man-made lakes opposite the Murray River.

The site was originally a vast, empty paddock backing onto the vineyards on Perricoota Rd. Bringing the warmth of hardwoods into 22 villas over-looking a man-made lake and using element-resistant timbers as walk bridges, decks and outdoor tables within the gardens, the resort has helped transform the area into a reputable getaway precinct. The gardens were landscape-designed, nurtured and maintained by Jan alone and grows ever more beautiful each year.

It's remarkable what you can do with a vision.

Barry and Jan enjoy overseeing the accommodation of their guests along with their extensively experienced on-site managers. In the past, manager's have been family members, cousins, nieces and nephews, daughters, wives, even some children who've lived in the manager's residence and watch it all come to life. It truly is a family business.

Sit back & enjoy Perricoota Vines Retreat, where the days seem a little longer, the air a little cleaner and everything seems okay again.



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ABOUT THE HOT WATER SERVICE

a little note

Each villa has its own gas hot water service.
Should you experience any difficulty with the hot water due to spa or shower usage,
feel free to simply reset the gas system by switching it off and turning it back on.

The gas system is located on the wall of the undercover car park area of your villa.

You will hear the system re-start with a slight hissing sound. If you have any other
problems, please dial reception on '106' or (03) 54826655



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a guide to the retreat

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- Awards & Resort Features
- Welcome Message
- Emergency Numbers

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- Reception Hours
- Check Out Times
- Office Hours
- Internet Access

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- In Room Massage
- On Site Yoga Classes
- Laundry Facilities

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- Communal Fire Pit
- Fire Pit Toasting Kits
- Swimming Pools

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- Recreation Room
- Tennis
- Fishing

6.

- The Resident Ducks
- Newspaper Delivery
- The Spa Baths

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- Handmade Spa Salts
- Linen
- Smoking

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- Climate Control
- Provisions
- Dine In Or Dine Out

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- In Villa Phone
- Standard FoxtelTV Channels & DVD
- Gift Certificates
- The Vines Lakehouse

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- Upon Departure Requests
- Join the Family - Loyalty Club Savings
- Recommendations for Dining, Entertainment and FAQs

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- Join Us On Social Media
- We Value Your Feedback
- About The Retreat

ADDENDUM:

- About the Hot Water Service

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