

# accommodation glamping guest information



## reawaken in nature – your accommodation



### what to expect

please click here to read our '[Plan your visit](#)' section on our website to prepare you for your visit.



### location

Tents are nestled in nature within Metung Hot Springs and are just a short stroll to onsite bathing & wellness experiences.



### bedding

King size four poster bed with all linen supplied.



### bathroom

Each glamping tent has a private shower and toilet with all amenities provided.



### facilities

Tea/coffee-making, bar fridge, hair dryer, wardrobe, ironing, heating/cooling, in-room safe.



### towels and robes

Towels and robes are complimentary and will be supplied in your room, refreshed daily.



### bring a drink bottle

Please bring a reusable water bottle with you. We have filtered water available onsite for refills.

## check in steps



### arrival

Arrive at Metung Hot Springs between 9am – 6pm and park in the main car park.



### arrival

Please proceed to reception with your luggage. If you require assistance, please phone reception on 03 5141 2301.



### check in

Upon arrival at Reception, you will be greeted by one of our friendly team members who will assist you with your luggage and guide you to your Safari Glamping experience.



### wristbands

During check in you will be provided with your room keys (wristbands).

**Metung Hot Springs** | 73 Storth Ryes Avenue, Metung Victoria 3904

Contact us at [info@metunghotsprings.com](mailto:info@metunghotsprings.com) or 03 5141 2300



[metunghotsprings.com](http://metunghotsprings.com) | open 7 days

For opening hours please visit our [website](#). As we endeavour to deliver more bathing and wellness experiences our site will continually evolve. This may mean low level construction noise is unavoidable at times and our guest information documents are consistently being updated. Thank you for joining us on this journey and your understanding at such times. For up-to-date information, [full directions](#) and [terms and conditions](#) please visit our website.

# an insider's guide to glamping

## things to know



### no cash payments

All onsite payments will be cashless, and where possible contactless.



### accessibility

If you have any mobility needs, please contact us prior to your visit.



### enquiries

For all glamping related enquiries please email us directly at [info@metunghotsprings.com](mailto:info@metunghotsprings.com)



### 18+ adults only

Accommodation is reserved for visitors aged 18 years and over with a maximum of 2 people per tent. Your tent features a comfortable king-sized bed for two. Twin share beds are not available.



### planned maintenance

To ensure we provide a high quality experience for our guests, some experiences undergo planned maintenance. Please see our website under our *'What to expect'* section.



### map, torch, pathways

You'll be given a map and there's a torch in your room, so please be an explorer – just remember to stay on the lit paths and respect the staff only areas.



### forgotten something?

Just in case you forget your thongs or your bathers, you can purchase both (as well as some other lovely things) in our retail space when you check in.



### pets

To protect our wildlife, pets are not allowed on the property, with the exception of service dogs.



### bathing during your stay

During your stay you will be able to bathe throughout the Bathing Ridge and Hilltop Escarpment (9am-6pm).

You will have unlimited use of geothermal water from 9am-6pm in your own private barrels each day. After these hours top up your hot water with the manual hot and cold tap and 'Metung Mist magnesium salts' to boost the mineral content in your barrels.

If you would like to continue bathing after your 10am check-out, you are welcome to bathe in our Bathing Ridge until 12 noon the day of departure with complimentary towel, robe and locker hire.

If you want to bathe prior to your check in time, our reservations team will do their best to accommodate your request, but it will be subject to availability.



## your glamping experience

### heating & cooling

All glamping tents are equipped with heating and cooling, so create your own environment by adjusting your split system to your liking.

### wristband

Your Metung Hot Springs wristband is your door key and will identify you as a glamping guest. Keep it with you during your stay and remember to bring it with you when you check out.

### devices

If you like to go to bed watching your favourite show remember to **bring your own device** and make the most of our free Wi-Fi. Earphones are a good idea, just in case your neighbour is a light sleeper!

### nature sounds

Our local frogs sing morning and night, and if you're a light sleeper, the sounds of nature might be a bit loud! We've included earplugs in your room if you need them, so you can relax as you retreat to your glamping tent.

### smoking & vaping

Smoking and vaping in the glamping and bathing areas is prohibited. Designated smoking area is at the carpark to the left of the entrance.



### digital compendium

For more information during your glamping experience, please scan this QR code to view our digital compendium.



## food and beverage

### stay hydrated

Stay hydrated throughout your stay. Even though you're relaxing in water, the heat can dehydrate you.

### breakfast

Enjoy a daily continental breakfast in your glamping accommodation.

### dine

The Clubhouse is our newly renovated restaurant at Metung Country Club. Our menu showcases the best of Gippsland's produce, wine, beers, and spirits. Scan the QR code to view the current menu and opening hours in our digital compendium.

### coffee

A Nespresso-compatible coffee pod machine is provided in your room with a selection of pods, however if you prefer a barista made coffee, please see our reception team for complimentary coffee during your stay.

### glassware

Feel free to enjoy a beverage in your room or on your private deck, but please refrain from taking glassware into the communal bathing areas.

We have a 7-day cancellation and amendment policy on Glamping experiences, we recommend viewing our **terms and conditions** before completing your booking.

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