

Riviera Nautic Holiday Guide

Thank you

Thank you for choosing Riviera Nautic for your **Wonderful Boating Holiday**.

We are looking forward to giving you the service that will make your holiday memorable - and that includes during the weeks leading up to your holiday. Anytime, if you have a question or want advice in planning your holiday, please give us a call. Some people call to ask us about food ideas, or a restaurant booking, a birthday cake or children's lifejackets . . . anything! It's all part of the service; all part of our real wish to make your holiday extra special.

In this booklet, you'll find answers to the most frequently asked questions, ideas for planning your holiday, and a list of extra items you might like us to provide.

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Contact Details

Riviera Nautic

185-187 Metung Road (PO Box 24), Metung Vic 3904

Phone: 03 5156 2243

Fax: 03 5156 2404

Email: info@rivieranautic.com.au

Web: www.rivieranautic.com.au

After hours- EMERGENCY ONLY: 0419 465 025

Paying for your holiday

If you have already paid a deposit, the balance needs to be paid by the due date shown on the Charter Agreement letter (sent to you via email).

Final payments can be made via Credit Card over the phone, or you can provide your card details on the signed Charter agreement form, or you can pay by direct bank deposit. Please note all final payments must be made 2 weeks prior to your holiday commencing.

C and S Johns Investments Pty Ltd

BSB 083 519

Account number 173624057

Please use your surname as the lodgement reference

We don't normally issue a receipt but are happy to do so if you ask. A Tax Invoice is available to you on check-out at completion of your holiday.

Security Bond

You pay the security bond when you arrive for your holiday using a credit card, cash or bank cheque, but sorry, not personal or company cheques. You need to choose one of two security bond options indicated on your Charter Agreement.

We refund the bond when you return the boat in good condition at the end of your holiday. Please read the details about security bonds, insurance and damage in the following Terms and Conditions of Charter.

How to find us- 185- 187 Metung Rd Metung 3904

We're on the shore of lovely Chinaman's Creek at the entrance to Metung. The boats are in our marina on the left as you enter Metung, the office and car parking on your right. From Melbourne, follow the Princes Highway through Bairnsdale, turn right at Swan Reach just over the Tambo River, and follow this road for about 8 kilometres - you'll come directly to our door.

Start and finish times

Our office hours are

Monday to Friday: 8.30am to 5pm

Saturday: 8:30am to 5pm

Sunday: 10am to 5pm (8.30am to 5pm during the peak season)

As your boarding time is normally after 6pm (it doesn't matter how late you arrive), we will leave a jetty plan on the office door directing you to your boat in our marina. Your cabin lights will be on and there'll be a welcome note on the cabin door, with your name so you'll know you've boarded the right boat. We have wheelbarrows to assist you with loading your luggage and supplies to the boat, you will find these at the front of our office.

Your first night on board

Boarding's after 6 pm are offered as a FREE 'night before', **to stay on the boat at our marina** (we don't do briefings at this time). This is a good time to get the feel of boating, to look at the map and read the manual - it really helps with your briefing next morning.

You might like to eat out on this first evening. Metung Village is just 2km away, and there you'll find restaurants and a hotel. If you'd like us to make a reservation for you at any of these, please don't hesitate to call us. The boardwalk starts at our marina and will take you into the village along the waters edge. It is lit at night to guide you back to your boat after dinner.

Your first morning aboard

Enjoy a slow, relaxed start to your holiday, then, when you're ready, come to our office and we'll finish the paperwork. Then back to your boat where we'll do a map and boat briefing. This is **your** holiday and the briefing will be done at your pace. Please feel free to ask as many questions as you wish - it all contributes to the fun and relaxation you'll experience on your **Wonderful Boating Holiday**. For your safety, and to comply with Australian Maritime Safety Authority regulations, we must ensure that you fully understand the safety provisions, navigation and operation of the boat.

Before coming up to the office on your first morning, just take a few minutes to go through the top section of the briefing sheet (section A, Finding Safety Equipment). This will make your briefing more meaningful and efficient. You will find this sheet on board your boat when you board.

The last day

The finish time of your holiday is shown on the Charter Agreement letter, usually 3pm. Because we often have to prepare your boat for the next guests' boarding that evening, we ask you to please make sure you are **completely unloaded** by this time.

Riviera Nautic Terms and Conditions of Charter

Terms and conditions of charter can be found on our website. [Link to Terms & Conditions](#)

What to do on a Wonderful Boating Holiday

The reason why boating holidays are wonderful is that you can take them at your own pace. You have the freedom to go where you please, when you please.

Also, boats are wonderfully different, so you really know you're on holiday. It's so obviously not like home - and it's this complete change that makes it so relaxing.

The way you live on a boat is different, too. You need to conserve water and power; and you live in a different space in which you can pare down to just the basics. You don't need many clothes or other things on-board, simplicity is part of the art of boating.

The different activities contribute to your holiday enjoyment, too – the movement of the boat, the water, the wind, handling the boat, watching the weather, and reading the map. It's all great fun and very special.

Also, the boating fraternity - those other happy souls you'll meet out on the water - are a nice lot. There's something about boating that brings out the best in people - they lose their city reserve and become friendly and helpful.

If you're new to boating, here's some advice to get the most from your holiday:

Don't rush! If you don't see all of the Lakes on your first boating holiday you can easily come back another time. It's important to replace *workday* time with *boating holiday* time – it's quite different. So the first step is to SLOW DOWN. All the better if you can start to slow down in the last few days at home, so that the first days of your holiday aren't spoilt by remnant tension.

Think of your holiday as starting from the moment you leave home - the trip to Riviera Nautic should be relaxing and enjoyable, not just a nuisance that stands between you and your holiday.

A lovely way to slow down is to focus on the environment around you – this can transform your holiday into something special. It's sad how we can so easily keep our 'home' eyes and not have the wonders of a new place revealed to us. So actively 'see' this world around you: the birdlife, the wind patterns on the water, the sunsets, the night sky, the rolling breakers on the ocean beach.

Have a rough plan for your whole holiday – of what you want to see and do - but remember, there's always a chance that the weather will require you to change your plans. That's part of the experience, to have to work with nature rather than be cut off from it. There's the sense of the pioneer in this, acknowledging that there are natural forces we can't control.

Do things that are different. Eat your egg and bacon breakfast as you cruise along – it's a fantastic start to the day. Use the wood-fired barbecues for lunches: fish you've caught or from the fish shop in Paynesville. Dine at a port-side café with only a few steps between it and your boat. Play Scrabble in the evenings or sit and talk the night away with your friends. We find that on summer evenings, sitting out on the deck, everyone talks almost in whispers – the silence is so enchanting. Keep your boat shipshape. Not only is this a safe practice, when you're living in a small space it's far more relaxing to have everything stowed. If you think you've brought too much stuff, we'll happily mind anything for you, such as your box of red wine!!

Most of all shape your holiday in your own special way. To help plan, on the following pages are some suggested itineraries and a map. When you arrive, you'll find our map briefing gives you more ideas, so don't make your plans too rigid at this stage. This is a time for dreaming and anticipating. . .

Some suggested itineraries

There's so much to see and do - here are some ideas to help you plan. When you are on board, listen to the weather forecast each day and consult the 'Riviera Nautic guide to moorings' in your boat manual. That way, you'll be able to make the best plans for the weather conditions.

[Link to suggested itineraries](#)

Riviera Nautic's Guide to the Gippsland Lakes

On our website we have put together a guide to help you familiarize yourself with the diverse destinations within the charter zone. Take a look around our guide and make a short list of places you would love to visit.

[Link to Riviera Nautic's Gippsland Lakes Guide](#)

About your boat

On board, we supply a map and a manual. The manual is full of useful information, including:

- Emergency procedures and contact phone numbers
- How things work - the engine, the stove, the toilet, etc.
- For the yachts - some basic sailing information
- Mooring and anchoring
- Navigating
- Using the marine radio
- Guide to the Gippsland Lakes - lots of information about where to go and what to see
- Itineraries (a repeat of the ones in this booklet)

You'll find your boat well equipped for living on board. The following lists will help you to plan what extras you may like to bring. In the case of crockery, cutlery, etc, the number supplied equals the number of people your boat is licensed to carry (see your Charter Confirmation letter). Please visit our website for information on what is on board your boat – [What's on board - More information](#) link

What to bring and pack

Items for you to bring, to help make your boating holiday a wonderful experience.

Packing list - [More information](#)

What food to bring - [More information](#)

We stress that it is very important that you take the time to read your boat manual at the start of your holiday. We do cover a lot of information in the briefing, but reading the manual helps it to sink in a bit more. To give you a head start, below are some of the main points.

Some pre-holiday information

Before you board, our team will have completed over 130 checks in the preparation of your boat - on the engine and all equipment. The boat will have full tanks of fuel and water, the gas bottle will be full, and the fridges will be cold. The batteries will be charged, the toilet holding tank will have been pumped out, and the boat will be clean inside, and scrubbed outside.

The mechanical parts

Engine

Your boat has a diesel engine which is easy and safe to operate. There is sufficient diesel fuel on board for normal engine running over a seven day holiday (between 30 and 50 hours, depending on the boat).

Batteries

The boat has two batteries - one starting battery and one 'house' battery. These batteries are isolated from each other so that using accessories such as lighting will not flatten the starting battery. Both batteries recharge when the engine is running, and to keep them fully charged you need to run the engine for a minimum of two hours per day. Keep in mind that batteries, not mains power, run your accessories - it's not possible to run heavy power-drawing appliances such as freezers, and you always need to be conservative with power.

The batteries provide 12 volt power, not 240 volt. There is a cigarette lighter socket for appliances that will run on 12 volts such as mobile phone chargers, electronic devices etc. (Please remember to bring along your chargers). Unfortunately, your 240 volt hairdryer will not work on board, but you're welcome to use the onshore power in our bathroom, or the sea breeze.

In the galley

Stove

All the boats are fitted with gas stoves with two hotplates and a small-capacity oven - suitable for casseroles in medium sized dishes, but don't try to cook a large turkey! The gas bottle is full when you start your holiday, with sufficient gas for a seven-day holiday. There are a number of safety devices on board to prevent or warn of a gas leak: a safety cut-off valve on the stove and a gas detector - which remains on at all times. We recommend that you turn the gas off at the bottle before going to bed.

There is no microwave oven on board.

Fridge

Some of our boats have electric fridges operating from the batteries, others have eutectic fridges powered by running the engine. For either type, it is important to run the engine for a minimum of two hours a day. For the electric fridge, this helps to keep the batteries fully charged; for the eutectic, this is when your fridge will be operating and getting cold.

Hint: For trough style fridges pack food to be refrigerated in plastic stackable containers; they are easier to manage and prevents the food from being squashed.

It is a good idea to **turn electric fridges off at night otherwise the battery will drain while you sleep.** Your food will still stay cold. To conserve the coldness, keep fridge opening to a minimum.

The boats don't have freezers.

Water

You have a limited amount of water on board - the boat is not connected to a reservoir! The water is from our town supply and is okay to drink.

As a good rule of thumb, with conservative use the water will last three days. You can top up your water tanks at Riviera Nautic and at Paynesville. Please use just these two locations - some other places have bore water which is unpleasant to drink.

Hot water: the water is heated when the engine is running. It takes about half an hour to heat the hot water holding tank.

Heating

Not hi-tech but very effective, a terracotta flower pot can be placed over a lit burner on the stove and it will give off wonderful fume-free heat to keep you snug on cool evenings. It also helps to remove some of the condensation that can be a bit of a nuisance in winter.

Please make sure you keep some ventilation flowing while the burner is lit, and that you turn the burner off before going to bed.

Barbecues

Selected vessels are equipped with gas barbecues on deck. If your chosen vessel doesn't have a barbecue, there are shore-based barbecues at a number of locations around the Lakes.

In the bathroom

Toilet

Your toilet is connected to a holding tank to receive all the effluent - better than it going into the lake! If you keep the use of the on-board toilet to a minimum (that is, use onshore toilets wherever possible) you've got a capacity of about three days - depending on how many people are on board. Toilet pump outs are available at Riviera Nautic, Paynesville, Duck Arm and Loch Sport, and there's an emergency (manual) pump out at Bunga Arm.

To avoid blocking the toilet, *please do not put any foreign matter (including sanitary items or wipes) into the toilet bowl. It simply cannot go through the system and will cause a blockage. And a blocked toilet can really spoil our mechanic's day!*

If you notice a discharge from the vent pipe (it comes out of the hull near the waste deck fitting), or the toilet pump is under more pressure than normal, it means the holding tank is full and **MUST** be pumped out. We stress the importance of this, as continued use can create problems both unpleasant and dangerous, and **we will charge for any cleaning up.**

Shower

A hot shower on a boat is a great luxury, but remember that showers use up lots of water.

Communication

We no longer rely on marine radio as an effective means of communication. This has been superseded by the reliability and familiarity of the mobile phone network.

Calling Riviera Nautic

Riviera Nautic is most easily contacted by mobile phone. There is good phone coverage around the Lakes on both the Telstra and Optus networks. Your boat manual on board will contain the appropriate contact phone numbers for both during the day, and for after hours emergencies.

As a minimum, we ask you to have made contact with us at least once per day, prior to 5pm.

Weather forecast

You are very welcome to call Riviera Nautic at any time for a weather forecast. We receive the Gippsland Lakes weather forecast each morning and updates during the day. You can also access the Gippsland Lakes weather forecast on your smart phone via the Bureau of Meteorology website.

Mobile Phones

Every charter party must carry a mobile phone on board on either the Telstra or Optus networks, along with a suitable 12V car charger. Your boat is fitted with a 12 volt cigarette lighter adaptor for charging. If you are telephoning Riviera Nautic, please remember that in addition to our office opening hours, a 24 hour emergency phone number is provided in the front section of your boat manual.

Navigation

Red and green markers

The red and green marker poles around the Lakes are there to guide you away from shallow water. The side you pass them on depends on whether you are coming into harbour or going out of harbour. On the Gippsland Lakes, the harbour starts at the entrance near Lakes Entrance. The entrance, and right up the Lakes system to Sale, is considered 'into harbour'. So long as you are heading in this direction, you leave all red (or port) markers to your left hand side. Conversely, you leave all green (or starboard) markers to your right hand side.

When you turn around to go towards the entrance you are going 'out of harbour'. Then all red markers need to be on your right hand side, and all green markers should be on your left hand side. Here are two maxims to help you remember:

"There's no **red port left** in the bottle when you're coming **into harbour**". AND
"Red and green - go between".

Cardinal markers

Cardinal markers are used in places where there are already red and green markers and to use another would cause confusion. They are yellow and black with two black triangles on top. There are a series of cardinal markers in the Bunga Arm and also off Fraser Island. The two black triangles on top of a cardinal mark indicate whether the safe passage is to the north, south, east or west of the marker. Your map on board has a reference key to indicate how the two black triangles, pointed either up or down, indicate the correct path of travel. This is also something we will cover in your briefing.

Depth sounders

The majority of our boats don't carry depth sounders because the sandbars shelf very steeply and give no warning that the water is getting shallow. If you follow your map and the navigation markers you will always be in water deep enough for your boat.

Rules of the Road

The basic rule is that skippers must take every possible action to avoid a collision.

- The rule for passing oncoming vessels is opposite to that of the road - with boats you pass port side (left side) to port side. If in doubt, turn to starboard (right) sufficiently to let the other boat clearly see your intentions.
- A faster vessel always gives way to a slower vessel, so in nearly all cases, boats under motor give way to boats under sail.
- An overtaking boat keeps clear.

Services available at Riviera Nautic

Car parking

Free off-street car parking is available at our office. Sometimes our car park is very full, so **if you park behind another car, please make sure you leave your car keys with us.** You can check with us when you come into our office to do your security bond on the morning of your briefing.

Boat and map briefing

This free service is provided on the first morning of your holiday. We go right through the operation of everything on board and cover all the charter areas on the map. For safety reasons, we must conduct this briefing with you.

Sailing lessons

We love teaching our guests to sail or teaching more advanced techniques to those who know the basics - two or three hours is usually enough to get you going. So, if you'd like to include some sailing lessons with your holiday, please let us know in advance (see the checklist at the end of this booklet).

Backup support

Another free service: we are available to help you whenever you need us. During the day, you can contact us on the marine radio. For after-hours emergencies, we provide you with a list of contact telephone numbers, or you can radio Paynesville Coast Guard or the Victorian Water Police. If you have a problem, whenever possible, please let us know about it during office hours when the team is on duty.

Mooring at Riviera Nautic

Our marina is always available for you to moor at. We will moor your boat in a pen. We have toilets, showers, and jetty hoses for water tank top ups - available any time of day. During office hours you can have your holding tank pumped out, and if you need it, the gas and fuel topped up.

Riviera Nautic Shop

Our shop sells all the things you need on holiday, so if you forget something, chances are, we sell it!

- fishing tackle, bait and fishing licenses (required for all Victorian waters)
- insect repellent
- sunscreen, sun hats, sunglasses
- books
- sailing gloves
- soft drinks, ice-creams and ice

To order extras

Please contact us if you would like to:

- book a 2 or 3 hour sailing lesson @ \$100 per hour for your whole group
- purchase a map @\$17.95 Inc postage
- Hire wet weather gear @ \$18.00 per set
- Hire a dinghy with oars @ \$15.00

We will charge the cost of any extras to your charter and you can pay for them on arrival.



Or let us know of any other requests you may have – we're here to help you create the perfect holiday!

For more information visit our website

<http://www.rivieranautic.com.au>