



GUEST INFORMATION



Email
reservations@sovpark.com



Phone
03 5331 3955



Visit our website
sovpark.com





WELCOME TO SOVEREIGN PARK, BALLARAT

We would like to welcome you to Sovereign Park, Ballarat.

You can be assured that our staff will endeavour to make your stay comfortable, convenient, and memorable.

As you settle in, we acknowledge the Wadawurrung People of the Kulin Nation, the Traditional Custodians of the land on which Sovereign Park stands. We pay our respects to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

It is a privilege to welcome guests to this special place, rich in culture, history, and connection.

This compendium contains everything you need to make the most of your time with us. Please don't hesitate to contact our reception team if you have any questions.



GUEST SERVICES

Reception Hours

- Monday to Friday: 7:30 AM – 8:30 PM
- Saturday: 8:00 AM – 9:00 PM
- Sunday: 8:00 AM – 6:00 PM

If you need assistance outside these hours, please call 5331 3955 or contact the Red Lion duty manager.

Check-Out

- Standard check-out: 11:00 AM
- Late check-outs available upon request and subject to availability

Complimentary Wireless Internet

Wireless internet access is available throughout the complex.

- Network: Sov Park Guests
- Password: sovguests

Housekeeping

Rooms are serviced daily between 10:00 AM – 1:00 PM.

If you require fresh towels, toiletries, or have maintenance requests outside these hours, please contact Reception.



GUEST SERVICES

Business & Printing Services

Guests are welcome to use the Business Centre, located behind Reception, as a quiet workspace. It includes a computer and photocopier for your convenience.

If you need documents printed, please email them to reservations@sovpark.com with your printing instructions (e.g., number of copies, black & white or colour).

Our Reception team will be happy to assist you.

Guest Laundries

Guest laundries are available during Reception hours and are located near Rooms 27, 44, and the York Conference Room.

Complimentary washing powder is provided and can be found under the sink in each laundry.

Parking

Parking is unallocated for units 12-49 with one car space per room. Parking for units 1-11 is as per marked spaces.

If you require more than one car space please contact reception.



GUEST ROOM AMENITIES

Television

- Smart TV with free-to-air channels and streaming apps (sign in with your own account)

Air Conditioning/Heating

- Wall-mounted unit: Use remote control to set your preferred temperature

Kitchenette

- Fridge, kettle, toaster and microwave.
- Tea, coffee, sugar, milk and biscuits – Replenished daily by housekeeping

Iron/Ironing Board

- Located in your room wardrobe

Electrical Appliances

- These are checked every day by housekeeping.
- In the event of a failure please contact reception and we will bring a replacement immediately.



RECREATION

Our on-site leisure facilities are available during reception hours.

Guests can enjoy our indoor heated pool and spa, maintained at a comfortable 33 degrees—perfect for relaxing after a busy day.

The leisure centre also includes a fully equipped gym, sauna, pickleball court, pool table and table tennis.

Younger guests will love the kids' playground, conveniently located just off The Red Lion Café.

Pool towels and pickleball equipment are available from reception



DINING OPTIONS

Breakfast

Enjoy breakfast in our café from 7:30 AM on weekdays and 8:00 AM on weekends. Please see reception for opening hours on public holidays. Room service breakfast can be ordered via the QR code in your room.

Room Service

Available daily until 10:00 PM. Use the QR code in your room to place an order for immediate delivery or schedule for later, including breakfast the next morning. A small delivery fee applies. Hard copy menus are available in the restaurant or can be viewed [here](#).

Breakfast Packs

Convenient packs with cereal, milk, juice, and fruit salad are available for purchase at Reception.

Leo's Restaurant

Leo's offers full table service with the same menu as the café, available for lunch and dinner, 7 days a week. Bookings are essential via phone or www.theredlion.com.au

Vending Machine

Located at the entrance to the Recreation Centre.



ACCESSIBILITY

We want every guest to feel comfortable and confident during their stay. While we have one dedicated wheelchair accessible room, a number of our other rooms also offer step-free access and walk-in showers.

Our dedicated accessible room features:

- A large accessible bathroom
- Roll-in shower
- Grab rails
- Lowered vanity
- Wider doorways for easier access

We also have a shower chair, toilet chair and non-slip mat available free of charge for guests who may find these helpful.

Every guest has different needs, so we encourage you to speak with our friendly Reception team before booking or during your stay. We are happy to discuss your individual requirements, answer questions about our rooms and facilities, and help find the most suitable option for you.

If you would like more information or specific accessibility details, please contact Reception. We are happy to help.



CONFERENCE INFORMATION

Sovereign Park is one of Ballarat's leading conference venues. With three purpose-built conference rooms, we can cater to events of all sizes and styles.

Conference catering is provided by the Red Lion and can be tailored to suit your event's specific needs and preferences.

York Conference Room

Capacity : 100 Theatre Style
30 Horseshoe
80 Classroom/Clusters



Courtyard Conference Room

Capacity : 60 Theatre Style
25 Horseshoe
40 Classroom/Clusters



Poolside Conference Room

Capacity : 15 Theatre Style
15 Horseshoe
15 Classroom/Clusters





SUPPORTING OUR COMMUNITY THROUGH RECYCLING

Sovereign Park Motor Inn is proud to participate in Victoria's Container Deposit Scheme as part of our commitment to sustainability and community support.

We collect eligible bottles and cans, which are picked up by McCallum Disability Services Ballarat. 50% of the proceeds go directly to McCallum to support their important work, and the other 50% is donated to the Fiona Elsey Cancer Research Institute (FECRI).

To help us out, please do not crush cans and simply leave them on the kitchen bench rather than placing them in the bin. This makes it much easier for our housekeeping team to collect and sort them.

Each year, our team also takes part in the FECRI Cycle Classic and Petstock Walk to raise further funds for life-saving cancer research — a cause that's very close to our hearts.

Thank you for helping us support these great local organisations.



LOCAL AREA INFORMATION

Emergency Medical Services

- Ballarat Base Hospital: Drummond Street North 5320 4000
- Eureka Medical Centre: 14 Albert Street 5309 1111

Pharmacy

- UFS Pharmacy: 717 Sturt St 5331 9811

Local Attractions

- Sovereign Hill
- Ballarat Wildlife Park
- Kryal Castle
- Art Gallery of Ballarat
- Botanical Gardens

Transport

- Taxi: 131 008
- Ballarat Train Station: Lydiard Street North
- Bus Stop: Located outside Reception



BALLARAT CITY MAP

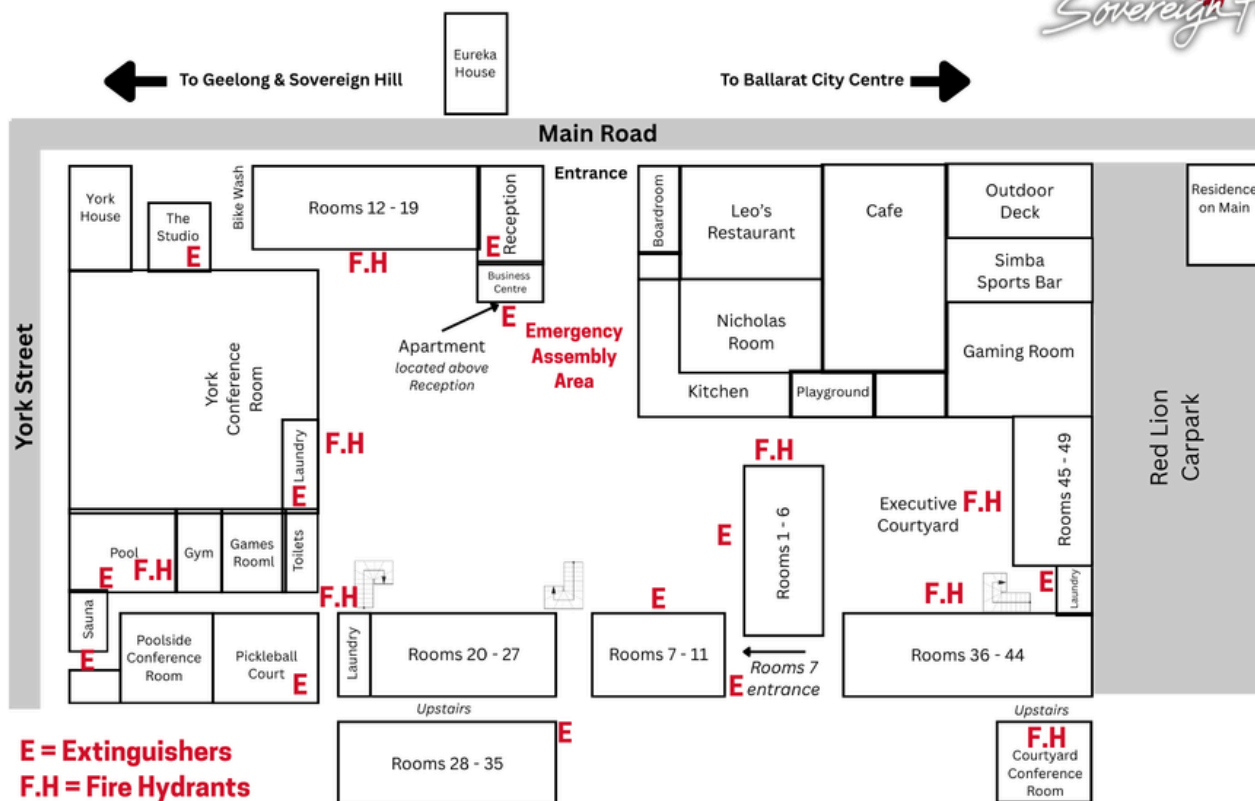


Physical maps available from reception



VENUE MAP

Emergency Procedures





SAFETY & SECURITY

CCTV is in operation for your safety

Emergency Information

In case of emergency, you will be contacted via phone or in person.

If you discover a fire or another emergency:

- Assist others if safe to do so.
- Close the door to contain any fire.
- Call Reception on 250, or dial 000.
- If safe, attempt to control the fire.
- Evacuate to the assembly area (rear car park behind Reception).
- Remain there until advised it is safe to leave.



SOVEREIGN PARK MOTOR INN RACV★★★★

TERMS AND CONDITIONS OF PROVIDING ACCOMMODATION

Smoking

- All rooms are strictly non-smoking. A cleaning fee of \$250 applies if smoke is detected
- Designated outdoor smoking areas are provided

Noise Policy

- Please respect other guests by keeping noise to a minimum after 9:00 PM
- Contact reception if you experience any disturbances
- Any disruptive behaviour will result in immediate eviction without refund

Pets

- Pets are not permitted, with the exception of registered service animals

User Pays Damage Policy

- Non accidental or negligent damage caused by guests will be charged to the credit card of the registered guest for that room to the value of the repair.



OUR BEST PRICE GUARANTEE

IF YOU BOOKED DIRECTLY WITH US, EITHER BY PHONE OR ON OUR WEBSITE, THANK YOU!

By doing so, you've unlocked a range of exclusive benefits:

- You received the best available rate at the time of booking.
- You benefited from lower nightly rates for longer stays.
- You weren't charged any booking fees.
- You had the flexibility to modify your reservation.
- You were more likely to receive a complimentary upgrade.

If you booked through an Online Travel Agent (such as Booking.com or Expedia), you likely missed out on these benefits.

These platforms earn income by charging high commissions (up to 16.5%), they don't pay GST and may also charge booking fees.

While OTAs may claim to offer lower rates, they don't.

The most reliable way to get the best price and maximum booking flexibility is to book directly with us.



We hope you enjoy your stay at Sovereign Park Motor Inn.
If there's anything we can do to make your experience
even better, please don't hesitate to contact us.

Your comfort is our priority.
— The Sovereign Park Team

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