



IMPORTANT: This document forms an important part of your agreement to stay at a QCCC Centre. You should read and understand this document prior to signing and returning your **Client/Quote Contract Form**. If there is anything herein that you wish to discuss, please contact your Centre Booking Officer.

BOOKINGS

Applications for bookings may be made but must be **supported within 14 days** by returning a completed and signed **Client/Quote Contract** with the appropriate initial **Deposit**. If QCCC has not received your complete application within 14 days, the proposed booking may be cancelled and the dates offered to another interested party. Please inform the QCCC Centre Booking Officer as soon as possible if the booking is not required.

Your booking will not be effective until such time as QCCC has received your completed/signed Client/Quote Contract along with your deposit, AND has confirmed the booking with you in writing.

PAYMENT OF DEPOSITS: In some circumstances, the Centre Booking Officer may arrange with you for your deposit to be paid in installments. You are required to make installments as agreed. You must contact the Centre Booking Officer if you are unable to do so.

FINAL NUMBERS AND CANCELLATION POLICY:

1. **FINAL NUMBERS** - In the instance that no minimum charge has been quoted, and that group's actual attendance is less than the original booking, then the minimum charge shall be equivalent to the charge for 85% of the original booking numbers.
2. **If a booking is cancelled more than 120 days** before the commencement of the camp, the deposit(s) paid will be refunded upon our receipt of **written cancellation** of your booking less a \$50.00 administration fee.
3. **Bookings Cancelled 120 days or less**
 - A. Should a booking be cancelled **120 days or less** before your planned arrival date, a **minimum charge of 85%** of the quoted price for your original booking – or 85% of your expected number of guests, per the booking form - will apply; **HOWEVER** -
 - B. Should a substitute booking be secured, then the minimum charge to you will be reduced by the value of the substitute booking. Where this value equals or exceeds the quoted price for your booking, QCCC will refund the value of your paid deposit less a \$50.00 administration fee.
4. **Final attendee numbers** must be advised to the relevant QCCC Centre Booking Officer **no later than 7 days prior to the commencement of the camp** and you undertake to pay for that number given as the minimum cost of stay for your group. Extra numbers will be charged as per your booking arrangements.

TARIFFS/FEES: Tariffs include accommodation and use of facilities and activities as and if booked. The standard daily tariff for fully catered guests includes breakfast, morning tea, lunch, afternoon tea, dinner and supper. Group Leaders are expected to inform the Centre Management of all Residential guests and Day visitors. Day Visitors charges do apply. Tariffs are subject to review but upon

request will be confirmed no less than 120 days prior to commencement of your camp.

WEEKEND BOOKINGS: (Minimum Charges) - Unless otherwise arranged with Centre management -

The minimum charge for a **standard weekend booking** is calculated on two nights (Friday and Saturday) regardless of actual arrival date and a **long weekend booking** is calculated on three nights (Friday, Saturday and Sunday), regardless of whether the group arrives on Friday evening, Saturday or Sunday.

ARRIVAL/ DEPARTURE TIMES:

1. Midweek group bookings normally commence with lunch on the first day and conclude after lunch on the last day unless other arrangements are made with Centre Management.
2. QCCC staff is to address all groups on arrival. It is the responsibility of the Group Leader to assemble the group at a mutually convenient time. If group arrangements do not permit this then it is the responsibility of the Group Leader to convey the safety briefing to group members according to QCCC guidelines. Safety guidelines must be outlined to all residential guests prior to the first nights stay.
3. Weekend group/family bookings normally extend from Friday 7.00pm until Sunday 2.00pm or if a long weekend, Monday 2.00pm unless other arrangements are made with Centre Management.
4. **On day of departure** all groups are asked to clean and vacate accommodation areas (not the site) **by 9.00 am weekdays and by 10am Sundays**, unless other arrangements are made with Centre Management. The above arrival and departure times are structured to allow for site cleaning and preparation and smooth changeover of all guests. Guests wishing to arrive earlier or depart later than your booked time/s must obtain approval of Centre Management in advance. Areas of the Centre are to be cleaned as directed by QCCC staff and inspected prior to departure. All equipment is to be returned/stored as found and losses or breakages disclosed.

PAYMENT OF ACCOUNTS: Accounts are to be paid prior to departure unless other arrangements have been made with Centre Management.

Payment may be made by Cash, EFT, Credit Card (Bankcard, MasterCard and Visa) or Cheque made payable to "Queensland Conference and Camping Centre's". Groups are asked to pay with one Cheque only.

TERMINATION OF BOOKING: QCCC reserves the right to terminate the booking should there be any serious breach of the Booking and Hire conditions. Should this situation arise, payment equal to the full amount of the booking must be made by group prior to departure.

SHARING THE CENTRE: Groups can expect to share the Centre with another group, or groups unless they have booked the Centre exclusively. A centre may be booked on an "Exclusive Use" "Shared Use" or "Bottom Bunk Only" basis, however minimum charges apply.



HIRE

It is the responsibility of each **Group Leader** to ensure that all Staff/Leaders and Camper attendees understand and follow QCCC rules and procedures. These are provided for the good order of the centre and safety of all guests.

GROUP LEADERS - Each group must have a competent leader in charge to liaise with QCCC staff. QCCC suggests a ratio of one leader to ten campers (1:10) as a minimum. *(This is only a guideline however and useful ratios will vary from group to group. Please discuss this with the QCCC Booking Officer)* The Group Leader is responsible for supervision of the group at all times. QCCC staff or their sub-contracted outdoor activity providers may instruct, lead, demonstrate or assist in an activity but the Group Leader is deemed to be responsible for overall group supervision and safety.

The Group Leader must ensure:

- All guests under 18 years of age have appropriate parent/guardian consent to attend the camp.
- All staff/leaders 18 yrs and over, attending camp have a current Blue card.
- All guests have completed a health/medical record sheet; and that the Centre's Illness and Injury Register is filled out for all such incidents;
- The Centre is provided with a written list of residential guest names. This is a Fire Safety requirement (see below)
- The Centre is provided with a written list of guests requiring special dietary needs.
- It is the responsibility of the Group Leader to inform of all the group's day visiting members of the Centre's safety briefing and 'Booking & Hire Conditions'.

FIRE SAFETY REGISTER –It is a **regulation of the Fire Safety Dept.** that a record of camp occupants/residential guests is kept in case of an emergency. This needs to be completed by the first night of camp, and updated **each night** if necessary. In an emergency the group will proceed to the designated assembly point where the **Group Leader** will conduct a roll call from the register they have on hand. A copy of this register must be handed to the QCCC office on departure.

DAILY DUTIES: The Centre is to be maintained in a tidy condition by guests. Groups may be requested to provide duty groups to assist with such duties as setting and clearing of tables and some daily cleaning duties. These duties will be specified by QCCC staff.

DEPARTURE FROM CAMP: See Arrival/Departure Times (under BOOKINGS – Page 1)

SLEEPING ACCOMMODATION: For the health and safety of the hire group the number of campers sleeping per room must not exceed the number of beds in each room and

mattresses must not be removed from the beds/put on the floors. In accordance with Health Dept regulations, each camper own pillows, pillowslips, sheets, blankets or sleeping bags must be used. **Mattresses and other items contained in Cabins must NOT be removed.**

EMERGENCY PROCEDURES: Emergency procedure notices are posted throughout the centre and campers should make themselves familiar with the arrangements including positions of EXITS and Fire Extinguishers.

FIRE FIGHTING EQUIPMENT: Fire Extinguishers and Smoke Detectors are vital and are located around the site. These should not be tampered with or removed. Negligent behavior will be at your cost

ALCOHOL / DRUG / SMOKE FREE ENVIRONMENT: No alcohol or non-prescribed drugs to be brought onto a site. All buildings & courtyard areas on the site are designated smoke free. Group leaders are reminded that they owe legal duty of care to their campers during the entire period of the camp or excursion. The consumption of alcohol on camp is inconsistent with standards of professional conduct necessary to maintain community confidence.

FIRES: No fire or BBQ may be lit on the property without the consent of QCCC staff. Fire restriction notices and Total Fire Ban Days must be strictly observed. Negligent behavior will be at your cost.

LIGHTING: Please ensure all lights are turned off when your rooms are not being used.

PROPERTY: Damage and loss— All breakage's and losses to centre property or equipment are to be reported to the campsite management.

They will be invoiced to the group. QCCC takes no responsibility for the loss or damage to personal property. Guests are only permitted to access the buildings to which they have been allocated.

PARKING: All vehicle parking is strictly at the owner's risk and only in areas as directed or sign posted. Parking is restricted to sealed or grassed parking areas where indicated unless by prior arrangement.

SPEED RESTRICTIONS – MOTOR VEHICLES: Speed restrictions apply and are strictly enforced

THE ENVIRONMENT: QCCC is committed to ensuring as little impact on the environment as possible. Garbage and Recyclable materials must be placed in designated areas. Campfires are not to be lit without express permission from camp management as fire bans may apply.

PETS - No guest is permitted to bring firearms, animals or pets onto the property or to disturb the natural environment. Care and commonsense should be taken when approaching campsite animals. Guide dogs, where required by guests, will be allowed. Please advise the QCCC Booking Officer at your first opportunity if this applies.



Queensland Conference and Camping Centre's **BOOKING AND HIRE CONDITIONS – ANNEXURE A (3 pages)**



OUT OF BOUNDS AREAS: QCCC Kitchens, Workshops, residences, surrounding properties, specialized activity areas unless in use by group with correct supervision and instruction, Electrical switchroom store/chemical rooms, pool sheds & areas marked "Staff Only" are 'out of bounds' areas. Other areas, including work sites, are 'Out of Bounds' as directed by QCCC staff

OTHER

TELEPHONE: Some centres have Pay Telephone facilities available for outgoing calls. All groups should ensure that they bring a mobile phone for incoming calls to Camp attendees as this facility is not available through the centre. Please check with your Centre Booking Officer for location and availability of public phones and Phone Card facilities.

EMERGENCY CALLS: QCCC staff are to be notified of any calls for Emergency Services so as to make the Centre telephone available for groups to contact Emergency Services. All cabins and meeting rooms display an exact description of the Camp location and a list of emergency service numbers.

QCCC motor vehicles are not available for transport in emergency, accident and illness situations.

FIRST AID: First aid is the responsibility of campers. Campers must provide their own first aid equipment and trained staff.

MEDICAL CONDITIONS – Any medical conditions concerning **FOOD ALLERGIES**, must be reported to the QCCC Booking officer at least 5 DAYS prior to camp arrival. It is the responsibility of each guest to bring medication (including EPIPEN) required to treat those medical conditions or allergies. While QCCC staff will use all reasonable endeavors to prevent or avoid circumstances which may trigger medical conditions including avoiding allergy causing foods, to the extent permitted by the law, the Baptist Union of Qld, trading as QCCC will not be liable for any loss, damage or compensation that may arise as a result of the participant suffering from any medical condition including liability for personal injuries or death.

BEHAVIOUR AND NOISE:

Group Leaders are asked to remind guests to respect each other, personal property and the environment. **All noise should cease between 10.00pm and 7.00am.**

Food and drink should not be consumed in the accommodation areas and may only be consumed in the dining room, BBQ shelter areas or out of doors areas. Due to Health and Safety requirements we are unable to allow any takeaway or pre-prepared foods for intended serving to any guests to be brought or consumed on site, unless prior arrangement is made.

Guests are not to enter rooms or buildings that are not allocated to them at any time.

Excepting within family groups males and females are to maintain separate rooms and bathrooms.

We require all guests to be absolutely respectful of the privacy, dignity and well-being of other guests at all

times. Profane language, immodest attire and disrespectful conduct are not acceptable within the centre at any time.

SWIMMING POOLS: (if applicable) It is recommended that suitably qualified persons supervise swimming. No bomb diving or running. No glass to be taken into the pool areas.

SUN SMART: Programs that operate outdoors should consider how they will protect camp attendees from the effects of the sun. It is recommended that these programs ensure campers cover exposed skin, wear a hat and sunscreen and do not remain in direct sunlight for prolonged periods on warm or hot days.

SPECIALISED ACTIVITIES WHERE THE USER GROUP PROVIDES SUPERVISION: Not all centre's have staff available to conduct activities. When enquiring about activities, each centre will advise you if staff are available to conduct any activities. QCCC staff provides user groups with safety and instruction notes for each specialized activity. If required, or in the assessment of QCCC staff re the competence of the user group leaders, QCCC staff will demonstrate the activity to the group leaders and in some cases assist in the initial instruction and demonstration of the activity.

IN SUMMARY: QCCC staff are available to demonstrate and assist in the supervision of activities if arrangements are made prior to the group's arrival at the Centre. However, the group leader is responsible for camper supervision and behavior at all times. When QCCC staff including sub-contracted activity providers, demonstrate, lead or instruct an activity they will take responsibility to the best of their ability for the technical skills and related safety of campers. Group leaders are responsible for the supervision and behavior of campers at the activity, to and from the activity and for those guests awaiting their turn.

DISCLAIMER – The Owner/ Operators, Managers and Staff of Queensland Conference and Camping Centre's disclaim liability for any and all loss, damage, injury or illness, financial or otherwise, suffered by any person in the use of and hiring of this campsite and its facilities, except in the event that the loss or damage, illness or injury is caused by the negligence of the Owner/ Operator, Manager or staff of Queensland Conference and Camping Centre's.

SPECIALISED ACTIVITIES:

The following activities are considered specialised activities: (Please note that the following list of activities is under constant review and is subject to change from time to time without notice.

QCCC Mapleton: With Certified Instructors: Archery, Abseiling, Low Ropes Course, Climbing Wall, Flying Fox, Giant Swing, Glider Possum, Bush Skills, Environmental Activities, Canoeing, Orienteering, Raft Building, Eureka, Van Diemen's Land, Cultural Awareness, Indigenous Art workshops, Days of Sail, Legends & Larrikins.

QCCC Tamborine: Nil (though onsite activities can be pre booked with an outdoor provider)

QCCC Brookfield: Nil (though onsite activities can be pre booked with an outdoor provider.

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Queensland Conference and Camping Centre's **BOOKING AND HIRE CONDITIONS – ANNEXURE A (3 pages)**

