



Queensland Conference and Camping Centres BOOKING & HIRE CONDITIONS

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 Booking Application 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 Booking Application Form **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 Booking Application Form 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. 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 booked. The standard daily tariff for fully catered guests includes breakfast, morning tea, lunch, afternoon tea, dinner and supper. Residential Guests are expected to inform the Centre Management of all visitors. Day visitor charges 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 Charge Application)

1. The minimum charge for a **standard weekend booking** is calculated on two nights (Friday and Saturday), regardless of actual arrival date.
2. The minimum charge for 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.



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ARRIVAL/ DEPARTURE:

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.
3. Weekend group/family bookings normally extend from Friday 7.00pm until Sunday 3.00pm or if a long weekend, Monday 3.00pm 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 10.00 am 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 change over of guests. Guests wishing to arrive earlier or depart later than normal 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 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, Credit Card (Bankcard, Mastercard and Visa) or Cheque made payable to "Queensland Conference and Camping Centres".

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" or "Bottom Bunk Only" basis, however minimum charges apply.

HIRE

It is the responsibility of each group to ensure that campers understand and follow QCCC rules and procedures. These are provided for the good order of the centre and safety of all guests.

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.

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. QCCC staff will clean amenities after the conclusion of a camp will however; groups must maintain them in a tidy state.



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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 unless otherwise approved by Centre Management. In accordance with Health Dept regulations, your own pillowslips, sheets 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.

FIRE FIGHTING EQUIPMENT: Extinguishers and smoke detectors are vital and are located around the site. These should not be tampered with or removed.

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.

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

PROPERTY: Damage and loss— All breakages 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: 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. Garbage and recyclable materials are to be placed in designated areas. Campfires are not to be lit without express permission from camp management as fire bans may apply. Guide dogs, where required by guests, will be allowed. Please advise the QCCC Booking Officer at your first opportunity if this applies.

ALCOHOL / DRUG / SMOKE FREE ENVIRONMENT: All buildings on the site are designated smoke free. No alcohol or non-prescribed drugs to be brought onto a site.

OUT OF BOUNDS AREAS: Workshops, residences, surrounding property, specialised 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

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 Group Members 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.



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EMERGENCY CALLS: QCCC staff is to be informed of any calls for emergency services so as to make the Centre telephone available for groups to contact emergency services.

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 (including allergies) must be reported to QCCC at least five business days prior to arrival. It is the responsibility of each guest to bring any medication (including EpiPen) required to treat those medical conditions or allergies. While QCCC Mapleton will use all reasonable endeavours to prevent or avoid circumstances which may trigger medical conditions including avoiding allergy causing foods, to the extent permitted by law, The Baptist Union of Queensland, 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.

In respect to allergy causing foods such as nuts, QCCC will take every reasonable effort to avoid the use of allergy causing foods (eg peanuts/nuts or peanut/nuts derivatives) in food preparation, however QCCC does not guarantee that guests will not come in contact with those products during their stay. QCCC will provide all main meals to guests however, for guests with food related allergies, they must bring their own snacks (morning and afternoon tea and supper).

GROUP LEADERS: The group leader must ensure:

- that guests under 18 years of age have appropriate parent/guardian consent to attend the camp.
- that each guest has completed a health/medical record sheet; that the Centre's Illness and Injury Register is filled out for all such incidents;
- and that the Centre is provided with a written list of guest names. This is a Fire Safety requirement.

It is the responsibility of the group leader to inform all the group's day visiting members of the Centre's safety briefing and 'Booking & Hire Conditions'.

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 may only be consumed in the dining room, BBQ shelter areas or out of doors areas. No food can be brought on site due to food hygiene regulations 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: 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 children from the effects of the sun. It is recommended that these programs ensure children cover exposed skin, wear a hat and sunscreen and do not remain in direct sunlight for prolonged periods on warm or hot days.



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SPECIALISED ACTIVITIES WHERE THE USER GROUP PROVIDES SUPERVISION:

Not all centres have staff available to conduct activities. When enquiring about activities each centre will advise you if staff is available to conduct any activities. QCCC staff provides user groups with safety and instruction notes for each specialised 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 behaviour 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 behaviour 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 Centres 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 Centres.

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, High Ropes Course, Flying Fox, Pamper Pole, Giant Swing, Glider Possum, Bush Skills, Environmental Activities, Canoeing, Orienteering.

Without Certified Instructors: Swimming Pools with Water Slide, Canoes, Paddle Boats

QCCC Tamborine: nil

QCCC Brookfield: nil

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