

coffs coast conference & camping centre

the centre

Terms and Conditions Pg 1/2

BOOKINGS

- a) A tentative booking may be made but must be confirmed in writing within 14 days. Confirmation must be accompanied by a \$500.00 Security Deposit. This is not refundable on cancellation of booking.
- b) Minimum numbers for bookings is 30 individuals. Groups of less than 30 individuals may be accepted at The Centre's Manager/Director's discretion.
- c) Separate leaders accommodation is subject to availability.

CANCELLATION POLICY & FINAL NUMBERS

- a) If a booking is cancelled less than 4 months prior to the occupancy date, that group will be required to pay a minimum amount of 75% of the total booked.
- b) Should a booking be secured by The Centre in substitution then the minimum amount due will be reduced by the value of the substitution.
- c) If within 4 months of occupancy a group's final numbers are less than the original number booked, The Centre's minimum requirement is payment of an amount of 90% of the total number booked.
- d) Any increase of numbers to the original number booked will be subject to the availability of spaces.
- e) Infants are not full paying guests and so are not included in final numbers in terms of this policy.

REFUNDS

The Centre shall not be liable or responsible for any failure in performance of its obligations if such failure is caused by a cause beyond its reasonable control. The Centre will offer a refund in respect of any service or part of the service it was prevented from performing. However unfavorable weather conditions or late arrival do not constitute a failure of The Centre to fulfill its obligations and does not entitle a group to any refund.

WEEKEND BOOKINGS

A two day weekend is deemed to commence after dinner being 7.00 pm on the Friday to 3.00 pm on the Sunday. The Friday and Sunday evening meals are not included. If groups wish to arrive earlier and/or leave later, and therefore require additional meals, this can be arranged on request at a small additional charge.

INFORMATION TO BE PROVIDED BY THE GROUP

- a) Completed Individuals Details (I.D.) forms; outlining any medical conditions, dietary requirements, consent / non consent to individuals undertaking activities, consent / non consent to The Centre staff taking photographs of your group and consent / non consent for individuals to stay at The Coffs Coast Conference & Camping Centre and receive First Aid treatment if necessary.
- b) A detailed list and a copy of associated insurances of any individuals and/or businesses, organizations, groups, activities, services that the group may use at the facility in accordance with their booking. Information must be received by The Centre no later than 14 days prior to arrival. In all cases where such information is not supplied, The Centre shall have the right to deny access to facilities, and/or catering to any individual/s for which this information has not been supplied.
- c) Upon initial enquiry, groups must give an indication as to the number of male/female leaders and delegates.

ACTIVITIES

All activities with the exception of 'Stay and Play' activities will be supervised and instructed by The Centre staff or contractors engaged by The Centre. For example: Outsourced Activity Providers. The Centre, its staff and engaged contractors accept no liability whatsoever in relation to any instructions given by group leaders or individuals who are not permitted by The Centre, its staff or engaged contractors to give instruction.

DISCIPLINE

The person booking The Centre will be responsible for the behaviour of the group. The Centre management and its engaged contractors reserve the right to ask any person who does not abide by the rules of The Centre and its engaged contractors, to leave the property or place of activity. Any conduct inconsistent with The Centre's beliefs and purposes, including those of The Centre's engaged contractors will be deemed unacceptable behaviour.

INFORMATION, PROGRAM AND PRICE CHANGES

The Centre reserves the right to amend, change or withdraw any information, prices and programs without prior notice.

CONDITIONS OF HIRE

1. Final numbers for catering and activities must be notified to The Centre, not less than 14 days before the commencement of occupancy. This is for catering and activity purposes and is separate from final numbers and cancellation policy.
2. Alcohol/Drugs - Under no circumstances is any alcohol or any non prescribed drug to be brought onto the property without the consent of The Centre's Manager/Director.
3. Smoking - Smoking is not permitted within any of the buildings or any areas outside The Centre's designated smoking areas.
4. Noise - All the noise must cease at 11:00 pm.
5. The Centre does not supply bedding linen; Individuals are responsible for bringing their own bed linen - bottom sheet, doona / blanket / sleeping bag, pillow and case and personal linen such as towels and face washers etc.

6. Beds - Beds are double-decked. Mattresses are not to be removed from the beds. Under no circumstances are beds to be laid upon or used without the use of a sheet or sleeping bag. It is the responsibility of each group to ensure full linen is used. If this is not adhered to additional charges will be levied to cover the laundry of mattresses.
 7. Assistance in clearing is required in the following ways; cleaning of tables after each meal service, cleaning of dorm bathrooms and the vacuuming of dorm floors and dining room floors prior to departure.
 8. Fires and Fire Alarms - No fire may be lit without the permission of The Centre Management. All false fire alarms will be invoiced to the group at the rate of \$200.00 per false alarm.
 9. Hired or loaned items - must be signed out and resigned in at reception. Replacement cost for lost or damaged items will be invoiced to the group.
 10. Flora & Fauna must not be disturbed so the natural beauty of the property can be preserved.
 11. Lighting and Air-conditioning - Please ensure all lights and air conditioners are turned off when your rooms are not being used. General lights out at 11.00 pm.
 12. First Aid - It is the responsibility of each group to provide its own First Aid equipment and provider.
 13. Pets are not permitted on the property.
 14. Cabins are to be used for sleeping, resting or study. No guest is to enter the sleeping quarters of the opposite sex.
 15. Menus can be varied and packed lunches can be arranged on request.
 16. Photocopy facilities are available on request and with the payment of a small fee.
 17. Cleaning - The facilities are expected to be kept in a clean and tidy state. At the close of occupancy, each group is to leave the property in the way in which it was found. This includes both tidying of rooms and the grounds. All furniture must be returned to its original position and the floors of cabins and conference rooms vacuumed.
 18. Lock up - Group leaders are responsible for the turning off of all electrical equipment, lights, sound systems and air conditioners within the main pavilion as well as ensuring all windows and doors are shut and locked before going to bed. If damage or loss occurs because of a group's failure to lock up and turn off equipment, groups will be invoiced for any damages and/ or losses.
 19. Property damage and loss - All breakages and losses to The Centre's property or equipment are to be reported immediately to The Centre Management. They will be invoiced to the group. The Centre 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.
 20. Rates are inclusive of all meals, plus morning and afternoon tea and supper, and the use of facilities on arrangement with Management. Each group is guaranteed a meeting room proportionate to the number of persons booked. Additional breakout rooms will be allocated in accordance with the needs of all using the facilities. To book the whole of the site, the fee is based upon 75% occupancy. The total occupancy of The Centre is 100 beds. For those not sleeping over, there is a day registration fee, which includes morning and afternoon teas and lunch. Rates are subject to review and may only be confirmed 4 months prior to occupancy. Cabins are booked on a 10 person per room basis depending on the cabin. Allocation of cabin rooms is determined by the numbers booked and confirmed.
 21. Accounts are to be paid on arrival and should be made payable by cheque to The Coffs Coast Conference and Camping Centre.
- Any breakages or additional charges shall be paid before departure from The Centre. The Centre has the provision of credit cards, Visa and Mastercard and EFTPOS facilities.

DISCLAIMER

The applicant acknowledges that the Coffs Coast Conference and Camping Centre and its staff will not be responsible for any loss or damage to any property brought on to the premises. Should any claim be made for such loss or damage to property owned by any person associated with the applicant, or any person or body corporate associated with such person, then the applicant will indemnify the Coffs Coast Conference and Camping Centre and its staff in respect of all such claims.

APPLICATION

1. I hereby apply to use the Coffs Coast Conference and Camping Centre for the use of the Group and for the stated purpose of the group set out on the Booking Form.
2. I agree to pay all charges for the use of the facilities in accordance with the Conditions of Hire at rates applicable at the time of occupancy.
3. I accept full responsibility for the Group and to pay for any loss or damage caused by the Group.
4. I understand that the Coffs Coast Conference and Camping Centre has the right to cancel hire of the facilities at any time should any use or proposed use of the facilities by the Group be, at the absolute discretion of The Centre Manager / Director, inconsistent with the terms and conditions of hire.
5. The Coffs Coast Conference and Camping Centre and its staff accept no liability or responsibility for any loss or damage to property, or, injury of or to any person and I shall be responsible to ensure that all persons in the Group and their guests and visitors are aware of The Centre's terms and conditions and this Disclaimer.

Signed:..... Date:.....

