

# Uniting Venues Booking Conditions

For Naamaroo, Elanora and Bonny Hills



## A BOOKINGS

- A1.1 **Making a Booking** - Bookings may be made with the Booking Office but must be confirmed within 14 days of the initial booking request. Unconfirmed Bookings may be cancelled without notice once the Confirmation Date has passed, unless prior arrangement is made with the Booking Office. If a booking is not required, please advise the Booking Office at your earliest convenience so other groups can book the facilities.
- A1.2 Bunk Rooms are booked on the basis of both top and bottom bunks being used. Bottom bunk only bookings must be noted at the time of booking and will incur a surcharge.
- A1.3 Unless your group has booked the entire site, another group may also be using the centre. Each group is guaranteed a meeting room and leaders rooms proportionate to the number of people booked. Additional breakout rooms, where available, will be allocated in accordance with the needs of all groups using the Venue. Guests are only permitted to access the areas that they have been allocated.
- A2 **Booking Confirmation** - Bookings are Confirmed only when the signed Booking Contract and the specified Deposit are returned to the Booking Office. A letter of Confirmation will be sent upon receipt of the above. No other form of communication is recognised as Confirmation of a booking.
- A3 **Day Visitors** associated with a group in residence will be charged the applicable rate, for use of the site with the group. The number of day visitors cannot be greater than 20% of the number of people staying full time. Parents who only attend a concert or performance by the group, which is uncatered, are free of charge.
- A4 **Casual Visitors** associated with a group in residence will be charged the applicable casual visitor rate, for use of the site with the group.
- A5.1 **Midweek Bookings** usually run from 9:30am onwards with morning tea as the first meal or from 5pm onwards with dinner as the first meal. Groups arriving from 9:30am onwards will be able to check into their accommodation after lunch. Meeting rooms will be available for use immediately upon arrival. Groups arriving from 5pm onwards will be able to check into their accommodation and use their meeting rooms immediately upon arrival.
- A5.2 On your final day bookings run until 3pm with the final meal of lunch, or until 8:30am, after breakfast (groups who wish to extend past this time will incur a charge for an additional day's use of the site and meeting room/s).
- A5.3 Midweek Booking arrangements apply between 5pm Sunday and 3pm Friday. Groups staying Sunday night will be charged a Sunday Night Surcharge. Weekend and Split Weekend arrangements apply after 3pm Friday.
- A6 **Weekend Bookings** commence on Friday evening after 7pm and conclude on Sunday afternoon before 3pm. The first meal served is supper on Friday and the final meal served is lunch on Sunday. If groups wish to arrive earlier and/or leave later, and therefore require additional meals, this can be arranged on request at an additional charge. Long weekends and Easter are one and two day extensions respectively on this format, and the Public Holiday Surcharge applies.
- A7 **Variations to Arrival and Departure Times** may be made by arrangement with the Booking Office. Arrival & Departure times on your Booking Contract must include set up and pack down time. If groups wish to arrive earlier and/or leave later, and therefore require additional meals, this can be arranged at an additional charge.
- A8 Any groups who arrive earlier and/or leave later than the times noted on their Booking Contract may incur an additional charge.

### A8.1 Check Out Times

| Departure Time is 8:30am or earlier |           | Departure Time is later than 8:30am |                         |
|-------------------------------------|-----------|-------------------------------------|-------------------------|
| Meeting/Dining Rooms Check Out Time | By 8:30am | Meeting/Dining Rooms Check Out Time | Contract Departure Time |
| Accommodation Check Out Time        | By 8:30am | Accommodation Check Out Time        | By 10am                 |

- A8.2 For bookings that extend past 10am on the final day some rooms will be made available to access bathrooms and for use as change rooms, as required.

## **B CHANGING BOOKING DETAILS**

**B1 Increasing the Number Booked** - Requests to increase the Number Booked must be made in writing to the Booking Office and will be accommodated if possible.

**B2.1 Decreasing the Number Booked** - Requests to decrease the Number Booked must be made in writing to the Booking Office.

**B2.2** The Number Booked can be decreased until 4 calendar months out from the Arrival Date shown on the group's Booking Contract without penalty.

**B2.3** Within 4 calendar months of the Arrival Date shown on the group's Booking Contract the Number Booked cannot be decreased and the Final Number & Cancellation Policies will apply.

**B2.4** Determination of whether the request to decrease the Number Booked is more or less than 4 calendar months before the Arrival Dates shown on the group's Booking Contract will be based on the date a written request is **received** by the Booking Office.

**B3.1 Changing Booking Dates And/or Site Booked** - Once a booking is confirmed, accommodation and meeting spaces are reserved for your group at the site specified on your contract. Dates may be changed until 6 months out from the Arrival Date shown on the group's Booking Contract without penalty, subject to availability.

**B3.2** Where groups wish to change dates and/or sites within 6 months of the Arrival Date shown on the group's Booking Contract this will be considered a Cancellation and a rebooking. Charges will apply as per our Cancellation Policy.

## **C FINAL NUMBER POLICY**

**C1.1** It is the responsibility of the Organiser to complete the Final Numbers Form and return it to the booked Venue at least 14 days before the Arrival Date shown on the group's Booking Contract. These details confirm a group's Final Number. As accommodation, catering and staffing arrangements are made based on these numbers, you will be charged according to this information even if the number of people who attend is fewer.

**C1.2** If the completed Final Number Form is not returned to the booked Venue at least 14 days before the Arrival Date shown on the group's Booking Contract, then the Number Booked shown on the group's Booking Contract will become the group's Final Number.

**C1.3** If a group increases their Final Number within 14 days of the Arrival Date shown on the group's Booking Contract and/or upon arrival then the group will be charged an additional \$10 for each extra person to cover the increased costs of catering and staffing on short notice. Where a group increases their Final Number, the increased number will become the group's Final Number. The group will be charged according to this Final Number even if the number of people who attend is fewer.

**C1.4** Casual visitors are not included when calculating a group's Final Number.

**C1.5** If a group's Final Number is less than the Number Booked then the charge will be **the greater of:**

- The group's Final Number at the relevant rates, less the deposit already paid.
- **80%** of the Number Booked multiplied by the Adult rate shown on group's Booking Contract, less the deposit already paid.
- If Sole Use of the Site has been booked, the charge for:
  - i. The group's Final Number at the relevant rates, less the deposit already paid **PLUS**
  - ii. The difference between the Final Number and the 'Minimum Number to book Sole Use of the Site' multiplied by the Adult rate shown on the group's Booking Contract.

# CANCELLATION POLICY

D1.1 Penalties apply to all Cancellations. All Cancellations must be advised in writing to the Booking Office. The Cancellation date will be based on the date written advice of the Cancellation is **received** by the Booking Office.

| Time period between the Cancellation Date and the Arrival Date shown on the group's Booking Contract | Penalty                                                                                                                  |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| over 4 calendar months                                                                               | Forfeit <b>100%</b> of the Deposit paid.                                                                                 |
| over 2 and up to 4 calendar months                                                                   | Cancellation Fee equal to - the Adult rate on the group's booking contract multiplied by <b>50%</b> of the number booked |
| up to 2 calendar months                                                                              | Cancellation Fee equal to - the Adult rate on the group's booking contract multiplied by <b>80%</b> of the number booked |

D1.2 Where a Cancellation Fee is charged any deposit already paid will be subtracted from the total.

## E ORGANISER / LEADER RESPONSIBILITIES

E1 **Final Numbers Form** must be returned completed to the Venue at least 14 days before the Arrival Date shown on the group's Booking Contract. (Please also read Section C – Final Number Policy)

E2 **Arrival/ Departure Times** – Please notify the Venue (NOT the Booking Office) if your arrival or departure times will vary by more than half an hour. This will help us to make appropriate staff and catering arrangements.

E3 **Upon Arrival and Throughout the Booking** the group leader is responsible for:

- Making contact with Venue staff immediately upon arrival to "check in".
- Conveying the Venue's rules and procedures to any attendees absent from the introductory talk (e.g. late arrivals, day visitors)
- Completing the Guest Register, noting all guests and their room number within the rooms assigned by the Venue Staff.
- Liaising with the Venue Staff.
- Ensuring that group members under 18 years of age have appropriate parent/guardian consent.
- Managing all members of the group. Venue Management reserves the right to ask any person who does not abide by the rules of the Venue to leave the site.

E4 **First Aid** - It is the responsibility of each group to provide it's own First Aid equipment and officer. In the case of an injury or illness the group leader must fill out an Incident Report Form contained in your information pack and give a copy to Venue Management.

E5 **Pool Rules** must be adhered to at all Venues. It is the responsibility of the group leader to ensure adequate supervision of members of their group using the pool. Children under 8 years of age must be supervised by a parent or authorised carer at all times.

E6 **Noise** - In consideration of neighbours and other groups who may also be using the site, the noise must be kept to a reasonable level at all times. Noise must be kept to a minimum between 10pm and 7am. Groups are encouraged to socialise quietly and sleep between these times.

E7 **Lighting** - Please turn off all lights when rooms are not being used and ensure that lights are out by 11.30 pm.

E8 **Electronic Equipment & Pianos** are only to be used as part of a group's program. Group leaders should ensure that people using electronic equipment and playing the piano have a reasonable level of skill and take appropriate care. Note that the Property Damage and Loss policy applies.

E9.1 **Property Damage and Loss** - All breakages and losses of the Venue's property or equipment are to be reported immediately to Venue Management. The cost of repair/replacement will be invoiced to the group.

E9.2 The Venue takes no responsibility for the loss or damage to personal or group property.

E10 **Balance of Payment** for use of Uniting Venues is required on the final day of your booking. Any deposit will be deducted from the final account. Cheques should be made payable to 'Uniting Venues'. The group will be invoiced for all facilities, services and accommodation provided by Uniting Venues. One invoice will be issued and multiple payments will not be accepted.

## F SAFETY

F1 **Emergency Procedure Notices** are posted throughout the Venues and guests should make themselves familiar with the arrangements in case of an emergency.

F2 **Fire-Fighting Equipment** - Fire extinguishers and hoses are located around the site. These are not to be tampered with or removed (penalties apply).

F3 **Fires** – No fires or barbeques are to be lit by guests.

## G DRUGS

G1 **Smoking** - Smoking is not permitted within any of the buildings or in the bush. Smoking is permitted outdoors only. Please make sure all butts are extinguished and placed in bins.

G2 **Alcohol** will only be permitted on site in exceptional circumstances and with the prior written consent of the Centre Manager.

G3 **Illegal Substances** are not allowed on site.

## H FACILITIES

H1 **Dormitories** are to be used for sleeping, resting and study only. No guest is to enter the sleeping quarters of the opposite gender.

H2 **Beds & Bedding** - Beds are double bunks in most rooms, and a combination of single beds and double bunks in leaders rooms. Mattresses, pillows and bed coverings are not to be removed from the beds. Under no circumstances are the mattresses to be laid upon without the use of a sheet or sleeping bag. Sheets may be supplied upon request and with a small additional charge. It is the responsibility of each group to ensure full linen is used. If this is not adhered to additional charges will apply to cover laundry of mattresses.

## I CATERING & CLEANING

I1 **Catering** consists of healthy contemporary Australian food. Vegetarian diets and medically-based special dietary needs will be met wherever possible, with additional costs being passed on to the group. We can not guarantee that complex or multiple dietary requests will be met and such requests will result in additional charges.

I2 **Assistance** in clearing of tables and the general tidying of the Dining Room after the meal is requested

I3 **Cleaning** - The facilities are to be kept in a clean and tidy state. On departure, each group is to leave the site in the way in which it was found. This includes both the tidying of rooms and the grounds. All furniture must be returned to its original position.

Venue Staff will vacuum all accommodation and meeting rooms and will clean all bathrooms. If, due to the state in which the facilities are left, extra time is required to be spent cleaning, an additional cleaning charge will apply.

## J ENVIRONMENT

J1 **Flora & Fauna** must not be disturbed so the natural beauty of the site can be preserved.

J2 **Animals**, with the exception of guide dogs, are not to be brought onto the site.

J3 **Christian Materials & Signage** - Uniting Venues is an activity of the Uniting Church in Australia, which is a Christian organization. We welcome all people to our Venues, noting that symbols, posters, notices, plaques & pictures belonging to the Venues are not to be covered or removed.

J4 **Behaviour & Activities** that may offend others and that are not generally acceptable in a public place are not permitted at our centres.