

Uniting Venues Booking Conditions

For Naamaroo and Elanora



BOOKINGS

1. **Making a Booking** - Bookings 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 Guest Relations Officer. If a booking is not required, please advise the Guest Relations Officer in writing at your earliest convenience so other groups can book the venue.
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.
3. Deluxe Rooms are booked on a twin share basis, according to availability at each venue. Single occupancy in Deluxe Rooms will only be considered if rooms are available and this will incur a surcharge. Children (5-12 years) and Seniors accommodated in Deluxe Rooms will be charged at the Deluxe Room rate.
4. Unless your group has booked Sole Use of Site, another group may also be using the venue. Each group is guaranteed a meeting room and breakout 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.
5. 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.
6. **Booking Acceptance and Confirmation** - Whilst Uniting Venues is a Christian organisation we welcome bookings from a wide range of people and groups, including other generally recognised and long-established faiths. However, the Director of Uniting Venues has the right to refuse or cancel bookings, within the limits of the law, from any group whose activities are deemed to be inappropriate for our venues.
7. **Day Visitors** associated with a group in residence will be charged the applicable rate, for use of the venue 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.
8. **Casual Visitors** associated with a group in residence will be charged the applicable casual visitor rate, for use of the venue with the group for up to 3 hours.
9. **Midweek Bookings** run from Monday to Friday with the cost based on arrival and departure times listed on the Booking Contract. Meeting rooms will be available for use immediately upon arrival. Groups arriving in the morning will have access to their accommodation rooms after 2pm. Groups departing in the afternoon will be required to vacate their accommodation rooms by 9am to allow access for cleaning staff.
10. **Weekend Bookings** - Standard Weekend bookings commence on Friday evening from 5pm (first meal dinner) or 7pm (first meal supper) and conclude on Sunday afternoon by 3pm (last meal lunch). If bookings go over a weekend but do not follow the Standard Weekend format, weekend surcharges will apply.
11. **Public Holidays** - Any booking that falls on a Public Holiday will incur a Public Holiday surcharge.
12. **Arrival and Departure Times** listed on the Booking Contract must include any set up and pack down time needed. No member of the group is to arrive before the specified arrival time unless prior arrangements have been made with the venue. Any groups who arrive earlier and/or leave later than the times noted on the Booking Contract will incur an additional charge.

CHANGING BOOKING DETAILS

13. **Increasing the Number Booked** - Requests to increase the number booked must be made in writing to the Guest Relations Officer and will be accommodated if possible.
14. **Decreasing the Number Booked** - Requests to decrease the number booked must be made in writing to the Guest Relations Officer.
15. The number booked can be decreased until 4 calendar months out from the arrival date shown on the group's Booking Contract without penalty.

16. 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.
17. **Changing Booking Dates and/or Venue Booked** - Once a booking is confirmed, accommodation and meeting spaces are reserved for your group at the venue specified on your contract. Dates and/or venue booked may be changed until 4 months out from the arrival date shown on the group's Booking Contract without penalty, subject to availability.

FINAL NUMBER POLICY

18. 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. No other form of communication is recognised as confirmation of final numbers. 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.
19. If the completed Final Numbers Form is not returned to the booked venue at least 14 days before the arrival date, then the number booked on the group's Booking Contract will become the group's Final Number.
20. If a group increases their Final Number within 14 days of the arrival date and/or upon arrival then the group may be charged an additional \$10 for each extra person to cover the increased costs of catering and staffing at 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.
21. Casual visitors and pre-schoolers (0-4 years) are not included when calculating a group's Final Number.
22. If a group's Final Number is lower than the Number Booked;
- Between 80% and 100% - group will be charged for the Final Number
 - Below 80% - group will be charged for the Final Number, plus the Additional Number needed to achieve 80%
- *All Additional Numbers used to make up the shortfall will be charged at the Adult Rate
23. If a Minimum Number has been specified on the Booking Contract, then the group will be charged for this number even if fewer people attend. In this case, point 22 does not apply.
24. If Sole Use of the Site has been booked, point 23 applies however the minimum number will be the "Sole Use of Site number" as specified on the Booking Contract. In this case, point 22 does not apply.

CANCELLATION POLICY

25. Penalties apply to the cancellation of all confirmed bookings. All cancellations must be advised in writing to the Booking Office. The Cancellation Date will be based on the date that written advice of the Cancellation is received.

Time period between the Cancellation Date and the Arrival Date shown on the group's Booking Contract	Penalty
over 4 calendar months	Forfeit 100% of the Deposit paid
over 2 and up to 4 calendar months	Cancellation Fee equal to 50% of the number booked *
up to 2 calendar months	Cancellation Fee equal to 80% of the number booked *

* All Cancellation Fees will be charged at the Adult Rate as shown on the Booking Contract.

26. Day Conference Cancellation Policy

Time period between the Cancellation Date and the Arrival Date shown on the group's Booking Contract	Penalty
over 1 calendar month	Forfeit 100% of the Deposit paid
up to 1 month	Cancellation Fee equal to 50% of the total cost

27. Where a Cancellation Fee is charged any deposit already paid will be subtracted from the total.
28. Penalties apply to the cancellation of Rise Above programs and the Outdoor Cinema confirmed bookings. All cancellations must be advised in writing to Rise Above Program Coordinators. The Cancellation date will be based on the date the cancellation is received. Rise Above programs may be changed upon request due to group needs, weather conditions or venue requirements. Wet weather does not result in program cancellation as wet weather alternatives are available

Time period between the Cancellation Date and the Rise Above Date shown on the group's Rise Above Booking Contract	Penalty
Outside of 4 weeks	no charge
Within 4 weeks	50% charge

ORGANISER / LEADER RESPONSIBILITIES

29. **Final Numbers Form & Special Diet Request Forms** must be completed and returned to the venue at least 14 days before the Arrival Date shown on the group's Booking Contract. (Please also read Final Number Policy).
30. **Complete the Accommodation Register** noting all guests and their room number within the rooms assigned by the venue staff and forward to the venue 7 days prior to your arrival.
31. **Arrival / Departure Times** – The Arrival and Departure times on the Booking Contract must include any set up and pack down time needed. Please notify the venue if your arrival or departure times will vary from these times. This will help us to make appropriate staff and catering arrangements.
32. **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 welcome in talk (e.g. late arrivals, day visitors)
 - Advising the venue staff of the attendance of Day Visitors and Casual Visitors.
 - 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.
33. **First Aid** - It is the responsibility of each group to provide its own First Aid equipment and officer. In the case of an injury or illness the group leader must fill out an Incident Report Form provided by the venue and give a copy to the venue staff.
34. **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 10 years of age must be supervised by a parent or authorised carer at all times.
35. **Noise** - In consideration of neighbours and other groups who may also be using the venue, noise must be kept to a reasonable level at all times. Noise must be kept to a minimum between 10pm and 7am. If venue staff are called to deal with noise issues between these hours, a callout fee of \$200 per callout will apply.
36. **Property Damage and Loss** - All breakages and losses of the venue's property or equipment are to be reported immediately to venue staff. The cost of repair/replacement will be invoiced to the group.
37. **Personal Property** - The venue takes no responsibility for the loss or damage to personal or group property.
38. **Balance of Payment** is due 7 days after departure. The group will be invoiced for all facilities, services and accommodation provided by Uniting Venues. The Final Invoice will be sent via email following the group's departure. Payment by electronic transfer or cheque is accepted.

FACILITIES

39. **Beds & Bedding** - Beds are double bunks in most rooms, and a combination of single beds and double bunks in leaders' rooms. A pillow is provided on each bed. Deluxe rooms have linen provided and beds are made up. Guests in Standard rooms are to provide their own linen, including a pillowcase. Linen packs may be supplied upon request and will incur an additional charge. Mattresses must not be removed from the rooms.
40. **Accommodation** - No guest is to enter the cabins of the opposite gender.

CATERING & CLEANING

41. **Catering** consists of healthy contemporary Australian food. All our venues have a nut-free policy in place. Due to food safety requirements, groups are not to bring food to the venue. This does not apply to groups with a self-cater booking at Elanora. Exceptions may apply for those with severe food allergies; this must be pre-arranged with the venue.
42. **Special Dietary Requirements** - Vegetarian diets and medically-based special dietary needs will be met wherever possible. We cannot guarantee that complex or multiple dietary requests will be met. If a guest does have a special or medical diet it is the responsibility of the group organiser to ensure the individual has completed and submitted the special diets form to the venue. Please note that a surcharge of \$10 per person per day applies for the provision of special diets (excluding Vegetarian).
43. **Assistance** in clearing of tables and the general tidying of the dining room after each meal is requested.
44. **Cleaning** - The facilities are to be kept in a clean and tidy state. On departure, each group is to pick up rubbish from rooms and the grounds, and return all furniture 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 for cleaning, additional cleaning charges will apply.
45. **Self-Cater Bookings** – Groups will receive an induction at the beginning of their stay. They must adhere to all Food Safety standards and procedures. The self-cater kitchen needs to be fully cleaned and left in the way it was found; otherwise additional cleaning charges will apply.

SAFETY

46. **Child Protection** – For all groups with supervising adults / carers, it is the policy of Uniting Venues to accommodate children in separate cabins to the adults. Adults are allocated cabins close to the children to ensure that adequate supervision can be provided. The only exception to this policy is in the case of children with special needs who are travelling with a designated carer. Family groups will be accommodated one family per room.
47. **Emergency Procedure Notices** are posted throughout the venues and guests should make themselves familiar with the arrangements in case of an emergency.
48. **Fire-Fighting Equipment** - Fire extinguishers and hoses are located around the venue. These are not to be tampered with or removed (penalties apply).
49. **Fires** – No fires are to be lit by guests.
50. **Smoking** - Smoking is not permitted within any of the buildings or in the bush. Smoking is permitted outdoors only in designated areas. Please make sure all butts are extinguished and placed in ash trays provided.
51. **Alcohol** is not permitted on site.
52. **Illegal Substances** are not permitted on site.

ENVIRONMENT

53. **Flora & Fauna** must not be disturbed so the natural beauty of the venue can be preserved.
54. **Animals**, with the exception of guide dogs, are not to be brought onto the site.

55. **Christian Materials & Signage** - Uniting Venues is an activity of the Uniting Church in Australia, which is a Christian organisation. We welcome a wide range of people and groups to our venues, noting that symbols, posters, notices, plaques & pictures belonging to the venues are not to be covered or removed.
56. **Behaviour & Activities** that may offend others and that are not generally acceptable in a public place are not permitted at our venues.