



Terms and Conditions – Activities Only

(Please read, initial, sign and return this document with your Booking Form)

Bookings

1. To secure your booking, a non-refundable deposit of \$10.00 per person is payable
Note: Birthday Party bookings – full payment is required at time of booking confirmation
2. If your booking is within 1 month of the arrival date you will be expected to pay the full amount of the booking.
3. Minimum group number for bookings is 15 individuals. Smaller numbers may be considered but the individual activity rate will increase; please discuss further with our Adventure Centre Coordinators

Payment

1. Full payment is required a minimum of three weeks prior to the event
2. Payment can be made through Direct credit, credit card (will incur a surcharge of 1%), cheque or cash
3. Failure to comply with the payment terms will result in the cancellation of the group booking

Cancellations

1. All deposits are non-refundable
2. Cancellation of a group booking after final invoice will result in forfeit of the total amount paid
3. Any client/group requiring to postpone their booking will be subject to pay any costs incurred by SVAC which will include but is not limited to, employee wages, catering costs etc. The client/ group is advised to discuss potential costs with SVAC before proceeding.

Refunds

1. The Swan Valley Adventure Centre shall not be liable or responsible for any failure in performance of its obligations if caused by means beyond its reasonable control. Please note that unfavourable weather conditions or late arrival do not constitute a failure of Swan Valley Adventure Centre to fulfil its obligations and does not entitle the group or individual to any refund. High winds and thunderstorms can affect operations on some activities and as our priority is your safety, we will try to re-schedule your activity or provide alternatives.

Weekend bookings

1. Due to increased labour costs, there is an additional charge of 10% for all bookings at weekends (excludes Birthday Party events)

Public Holidays

1. Due to increased labour costs incurred during Public Holidays, any bookings wishing to book on any of these days will incur an additional charge of 20% on the individual or package price.

Group Information

1. To ensure your camp runs smoothly, we require the following information a minimum of 5 working days prior to arrival.
 - a. Final numbers – there will be no reductions for non-attendees after this date. Any increase in numbers after this date will be subject to availability and will be charged accordingly.
 - b. Any medical or religious dietary requirements (These meals may incur a small surcharge due to additional costs)
 - c. If applicable, Participant/ Guardian or Parental Consent form for activities



2. In all cases where this information has not been supplied Swan Valley Adventure Centre reserve the right to deny access to facilities and/or catering to any individuals for which this information has not been supplied.

Activities

1. All paid activities will be supervised and instructed by Swan Valley Adventure Centre employees or contractors engaged by Swan Valley Adventure Centre. The Centre, employees and contractors accept no liability whatsoever in relation to any instructions given by group leaders or individuals who are not permitted by the Centre, employees or contractors to give instruction.
2. Your activity programme/ schedule will have been arranged for your group prior to your arrival. It is important that all individuals are at the activity on time and wearing the correct clothing. Under no circumstances are any of the activities to be used at any time without supervision from the Swan Valley Adventure Centre Instructors, or authorised teachers instructing as part of an agreed activity program. Anyone doing so will be in breach of our site safety rules and the person/group will be asked to leave the property immediately.
3. It is not permitted for any group to organise third party contractors to provide activities on site. Any requirements for activities not provided in our programmes need to be discussed and booked through our Adventure Centre Manager
4. As this is a multi-use venue, any requirements to use the public areas such as the Oval, Town Square etc. need to be discussed with our SVAC Coordinators at the time of booking. It is expected that all group individuals remain with their group at all times; entry into accommodation houses and conference spaces is not permitted unless booked by your group.

Duty of Care

1. The person making the booking at Swan Valley Adventure Centre and their representatives on site during the camp, are responsible for their group individuals in case of emergency (including medical). Please report all emergencies to a SVAC representative for support and assistance.
2. The person making the booking at Swan Valley Adventure Centre and their representatives on site are responsible for the behaviour and have a duty of care to all group individuals. Anyone not abiding by the Centre rules will be asked to leave the property or place of activity.
3. Ensure any medical conditions which may affect participants during activities is communicated to the Activities Manager or Senior Instructor prior to commencement of the activities.

Conditions of Use

Arrival

- To ensure your activity session runs to time, please ensure your group is on site a minimum of 15 minutes before your allocated start time
- The Cottage Office is located on the left hand side when entering the site, this is where you will meet the Adventure Instructor who will be looking after you group

Parking

- One you have registered; you will be advised on parking. We have two main parking areas on site, one at the top of Yule Avenue and the second on the right hand side, behind Wattle House.

Meal times

- If you have booked meals as part of a package you will be advised of the times on arrival and the venue where they will be served and consumed

Fire Emergency

- Should a bush fire break out in the vicinity of the site and if it is deemed a threat to you or our staff's safety, we will ask your group to evacuate the site to a safer location
- In the unlikely event that we need to evacuate the site we will activate our emergency bell. This bell (*bong, bong, bong*) can be heard across the site and once activated, your Adventure Instructor will ask you to return to your vehicles and leave the property



- In the event that access is hindered you will be directed to our safer building until the danger has passed or the authorities have provided us with a safe access route

Drugs and Alcohol

- Under no circumstances is any alcohol to be brought onto the site without the consent of the Centre Management
- Under no circumstances are illicit drugs to be brought or used at Swan Valley Adventure Centre. Group leaders are responsible for storing and administering any of the groups individual prescribed medication.

Smoking

- Smoking is not permitted in any of the buildings or public areas outside of our designated smoking area.

Property

- Any property damage must be reported to your Adventure Instructor immediately. Please note that charges will apply for intentional damage.
- SVAC cannot take responsibility for the damage or loss of items before, during or after an event. Any property found after departure will be stored for a maximum of 2 weeks, after which it will be donated to Anglicare or disposed of.

Flora and Fauna

- Swan Valley Adventure Centre is set in a natural bushland area. We ask that all guests respect our site and keep to designated paths. As we are alongside two river areas there is a possibility that you may encounter venomous snakes at certain times of the year, please do not approach any snake but report sightings immediately to our staff

Office hours

- **Office hours-** Our Administration office is open: **Monday - Friday** from **8.30am - 4.30pm**. Closed weekends and Public Holidays. Please direct all your enquiries to our SVAC Coordinators during these opening times.

Name _____

Group/ Organisation _____

Signature _____

Date _____

