

# Booking Form - Terms and Conditions

## Bookings and Payment

1. A tentative booking will be held for a period of two weeks. To confirm the booking, we will require a deposit to be paid on receipt of our invoice. If no deposit is forthcoming within this period, the booking will be automatically cancelled without further correspondence.
2. To secure your booking, a non-refundable deposit of \$25.00 per person is payable. If the booking is cancelled within four months of the arrival date you will be required to pay a minimum amount of 75% of the total booking. Deposit amount may be transferrable.
3. Minimum number for bookings is 20 individuals. Smaller numbers may be accepted at the discretion of SVAC Management.
4. All bookings are a minimum of two nights stay. A one-night booking may be considered but will be at the discretion of SVAC Management
5. Please be advised that we will endeavour to accommodate all house and conference room requests, however this will be dependent on other bookings and your final numbers. We reserve the right to change houses or venues prior to your arrival and will provide notification if this is necessary.

## Cancellations

1. If your booking is within 1 month of the arrival date you will be expected to pay the full amount of the booking as confirmation. This amount will not be refundable should cancellation occur.
2. It is vital to your entire booking if your estimated numbers change at any time and as such you must notify our office immediately. Any changes could affect your cost, accommodation house, meals, activities and other bookings on site. If your numbers decrease by 25% or more from your original booking number, you will be charged with a surcharge of up to 50% of the camp fee per cancelled individual.
3. Any increase in numbers to the original booking will be subject to availability.

## 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. Should weather conditions prevent any scheduled activity from taking place, we will endeavour to provide an alternative activity or re-schedule to a more suitable time.



### Weekend bookings

1. A two-day weekend is deemed from 3pm Friday to 10am Sunday. If groups wish to leave later, additional costs will be incurred for any additional meals required. A late departure for accommodation will be subject to availability and will incur an additional charge of \$15 per person. A late departure is considered to be 4pm for charging purposes and a further extension will incur additional charges.
2. There is an additional charge of 10% for all bookings at weekends.

### Public Holidays

1. Due to increased labour costs incurred during Public Holidays, any bookings wishing to arrive, or if the Public Holiday is part of their stay, there will be an additional charge of 20% on the daily fee or part thereof.

### Group Information

1. To ensure your camp runs smoothly, we require the following information a minimum of 10 days prior to arrival.
  - a) Final camp numbers – these numbers will be used to prepare your invoice and 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 will incur a small surcharge due to additional purchase costs – refer to Catering Pricing Schedule)
  - c) Signed Risk Warning and Waiver forms being provided for each Participant in 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 and employees accept no liability whatsoever in relation to any instructions given by group leaders or individuals who are not permitted by the Centre, or employees to give instruction.
2. Your activity program/ schedule will have been arranged for your group prior to your arrival. It is important that all individuals are at the activity 15 minutes prior 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 authorized 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 organize third party contractors to provide activities on site. Any requirements for activities not provided in our programs need to be discussed and booked through our Activities 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 SVAC Administration at the time of booking. It is expected that all 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 event, 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 during the event, 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. The rules are in place to safeguard everyone using our facilities and to ensure everyone has an enjoyable stay.

## Conditions of Use

1. **Final numbers** for catering and activities must be provided to the Centre not less than 7 days prior to arrival. This is for catering and activity purposes only and is separate to final numbers and cancellation policy (as stated previously).
2. **Arrival** - It is expected that your group will arrive during office hours, however we understand this may not always be possible. If you need to check in after 4.00pm please let us know in advance and we will assist you in making alternative arrangements. Late check-in (after 8:00pm) will incur a surcharge of \$46.00 per hour, please discuss at time of booking.
3. **Parking** - should only be in designated parking areas. Please refrain from parking outside camp houses so that emergency service vehicles may gain access in the case of an emergency. Bus/ Coach parking is available on site.
4. **Accommodation** - Sleeping arrangements must be in specified sleeping areas only. No beds, mattresses, furniture or other fittings are to be moved from where they are located. Mixed groups should be separated into male and female with same sex supervisors residing within the camp house for the duration of their stay.
5. **Check in/ check out** - Access to accommodation houses is available after 3.00pm. If your scheduled arrival is prior to 3.00pm we will store your groups luggage in a separate building until 3.00pm. To guarantee check in to the accommodation houses prior to 3.00pm we suggest to book the accommodation from the night prior. Check out time is strictly prior to 10.00am, however should you require a late check out we have the ability to store your luggage or charge a late check out fee, subject to availability.
6. **Alcohol** - Under no circumstances is any alcohol to be brought onto the site without the consent of the SVAC Management. It is not permitted by Australian Law to provide alcohol to or permit anyone under the age of 18 to drink alcohol. If permitted, alcohol can only be consumed in your private residence or conference venue. The Dining Room is strictly alcohol free.
7. **Drugs** - 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.
8. **Smoking** - Smoking is not permitted in any of the buildings or areas outside of our designated smoking areas.
9. **Meal times**- Breakfast 7.30am, Lunch 12.00 noon and Dinner 6.00pm. Please ensure all members of your group are present at the Dining Room for these times. Any variations in meal times may result in an additional fee. Should you require meal times outside of our standard

catering hours, this will incur a minimum surcharge of \$100.00 per meal.

10. **Dining Room** – A reasonable standard of dress is required in the Dining Room and shoes must be worn at all times. The Dining Room is a shared space and general behaviour is the responsibility of group supervisors. Upon conclusion of the meal please ensure that food scraps and rubbish are disposed of in the bins provided with crockery/ cutlery and glassware placed on the trolley for washing by SVAC staff.
11. **Noise** - Swan Valley Adventure Centre is a multi-use venue and can accommodate a number of different groups at any time. To ensure everyone can enjoy their stay, we ask that all noise cease by 10.00pm.
12. **Linen** - All beds at Swan Valley Adventure Centre are made up and ready to use (where a floor plan has been provided to us). We provide complete linen for all guests (with the exception of towels). At the end of your stay groups are asked to remove used bedding and place in the laundry bins provided.
13. **Cleaning** - the accommodation houses are expected to be kept in a clean and tidy state. While our staff will service the bathroom areas each day it is the groups responsibility to keep all other areas clean. Any rubbish is to be disposed of in the bins located to the rear of the accommodation houses each day. Prior to departure all accommodation is to be left in the manner it was found on arrival. Accommodation houses should be swept/ vacuumed, bins emptied and lost property collected prior to departure.
14. **Laundry** - each accommodation house (with the exception of Grevillea) is equipped with a washer, dryer and/or clothesline. Large amounts of personal clothing can be laundered by our staff with prior arrangement and for an additional fee.
15. **Pool** - Use of the pool must be pre-booked and confirmation will depend upon availability and seasonal access. SVAC is not responsible for the supervision of groups using the pool. Group supervisors are responsible for ensuring that all people swimming are aware of and comply with the SVAC pool rules which are located within the pool area compound.
16. **Fire** - under no circumstances is anyone permitted to light a fire anywhere on the site.
  - a. The Camp Fire area can only be used by pre-booking (during winter months) and is under the supervision of SVAC Staff at all times.
  - b. Candles are only permitted on site with permission from SVAC Staff. If approved by SVAC Staff, all candles, that have a naked flame, must be encased in a fire proof vessel to ensure that no damage is caused to any building, furniture or carpets. Failure to comply with this may incur a fee for repair or cleaning of the said damage. Candles which are lit must not be left unattended at any time.
17. **Fire Alarms** - all houses are fitted with a fire alarm system and firefighting equipment. In each house you will find a floor layout with emergency exits, location of the equipment and a fire emergency procedure.

It is the responsibility of the group leader of each house to ensure all members of their group are familiar with the fire plan and know the procedures for evacuation and the location of the muster areas. In case of visible fire, telephone FESA on '000', remain calm and give your exact location - then contact the SVAC Duty Manager immediately for further instruction. If no fire is evident, contact the SVAC Duty Manager and await instruction. You must not re-enter a building until the fire alarm bell has stopped sounding and you are instructed to do so by a SVAC representative.

False alarms cause disruption to the site and anyone found causing such, will result in their group being charged \$300.00 per false alarm. Emergency exit lights are not to be tampered with or covered at any time and mattresses are not to be removed from beds. This is to ensure

that emergency exits can be clearly seen and the walkways are unobstructed at all times.

18. **Property** - Any property damage must be reported to the SVAC Duty Co-ordinator 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. Lost property is the responsibility of the group organiser, and no responsibility will be taken by SVAC to locate lost items. 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.
19. **Flora and Fauna** - Swan Valley Adventure Centre is set in a natural wetland 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 on site at certain times of the year, please do not approach any snake but report sightings immediately to SVAC staff.
20. **Security** - Group leaders must ensure that all electrical equipment (lights, sound equipment, data projectors, air-conditioning etc.) is turned off prior to locking up buildings being used by the group. All our accommodation houses are equipped with magnetic door locks (except Grevillea House) which you also have the option to use for additional security. Any damage or loss which occurs, due to the failure of the group leader locking up, will be invoiced to the group. Please note this is a mixed use site and other groups may be using the site or activities at the same time. Ensure that your accommodation houses are kept locked when unattended as Swan Valley Adventure Centre accepts no responsibility for lost or stolen items.
21. Office hours - Our Administration office is open:  
**Monday - Friday from 8.30am - 4.00pm.**  
**Closed weekends and Public Holidays.**

Please direct all your enquiries to our SVAC Administration Staff during these opening times.

We have resident staff on site to deal with emergencies after hours (4:00pm – 8:30am) – this contact telephone number is located in all the camp houses and on the key tag. We kindly ask that our staff are not contacted for issues after hours, which could wait until during office hours. Please ensure that this service is being used for emergencies only and note that a call out fee of \$100.00 (incl. GST) per incident may apply.

We accept and agree that this Booking Form and the Terms and Conditions will apply to our Group/Organisation

**Group/Organisation Name:** \_\_\_\_\_

**Name of Signatory on behalf of the Group/Organisation:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_