

# TERMS & CONDITIONS

## (CAMP WARRAWEE & NORTH PINE LODGE)

### AGREEMENT

Payment of the booking deposit by the hirer constitutes agreement to hire the facilities and equipment as per the provided Booking Form and Hire Agreement and the chosen program/package.

### LIABILITY

The YMCA of Brisbane, and its agents and employees do not accept responsibility for loss or damage to property or personal injury arising from the use of facilities or activities except to the extent that such loss or damage is caused or contributed to by the negligent or wilful acts or omissions of YMCA Brisbane or its agents or employees. Public Liability insurance will not cover incidents occurring as a result of non- YMCA agents or employees facilitating activities

### CONFIRMATION & PAYMENT

- Tentative bookings will be held, upon receipt of an application form for a period of 28 days, thereafter dates may be offered to other groups. Bookings will be confirmed upon receipt of the booking deposit.
- **Schools:** The balance of charges are to be paid prior to commencement of your camp less the booking deposit amount. Any additions to final camp charges will be invoiced post camp and are to be paid within 7 days.
- **Non-school Groups:** The balance of charges are to be paid prior to commencement of your camp less the booking deposit amount. Any variations to final camp charges will be invoiced post camp and are to be paid within 7 days. Your camp will not proceed until camp fees have been paid.

### COVID-19 CANCELLATION POLICY

All cancellation requests, including reduced attendance numbers, must be received in writing.

Where the YMCA or the client group is unable to deliver, or attend camp, as per the confirmed booking due to Government border or lock down restrictions, no penalty will apply. The booking will be rescheduled for an alternate date. Where a suitable date is not available in the following twelve (12) months, a full refund of the deposit amount will be provided.

The fee for any individual who, after the final confirmation of group numbers, is unable to attend due to COVID related illness, will be waived upon provision of a valid medical certificate.

Where a reduction in group numbers results in less attendees than the minimum group size, the minimum group size charge will apply.

## REFUNDS -PERCENTAGE OF EXPECTED TOTAL FEE

All cancellations must be received in writing. Any cancellations will incur the following charges:

- Cancellation more than 6 months before camp commencement forfeit deposit unless deposit transferred to an alternate date within 6 months of the initial booking date.
- Cancellation within 90 days of camp commencement 25% of expected total fee
- Cancellation within 60 days of camp commencement 50% of expected total fee
- Cancellation within 30 days of camp commencement 70% of expected total fee

## BOOKING NUMBERS

The minimum booking charge is for 30 people.

Please notify the office of any changes to booking numbers as soon as possible. You will be billed for the final numbers as indicated on the Request For Final Numbers Form 4 weeks prior to camp commencement. An increase to booking numbers will be accepted subject to availability.

## OCCUPANCY

- **Camp Warrawee:** Groups may be required to share the site, Camp Management reserves this right. The site is divided to accommodate multiple groups at once whilst allowing each group privacy with separate accommodation and amenities. Camps are carefully programed to avoid clashes. Exclusive use is available by arrangement. Occupancy may be terminated without refund if conditions of hire are breached. Campers are to only access the buildings to which they have been allocated.
- **Camp North Pine:** Exclusive use for groups. Occupancy may be terminated without refund if conditions of hire are breached.

## CATERING

Catering requirements are to be specified on the Special Dietary/Medical Requirements Summary Form. Self-catering is not permissible due to our food handling regulations.

## SUPERVISION OF CAMPERS

The Group Leader is responsible for the delegation of supervision duties to ensure campers are supervised at all times. There will be a camp staff member(s) available for liaison on all programs and, where quoted/applicable to coordinate meals and activities.

## ARRIVAL & DEPARTURE PROCEDURES

Arrival and departure times outlined in the Booking Form and Hire Agreement must be adhered to unless alternate arrangements are made with Camp Management in advance. All accommodation areas must be cleaned, vacated and inspected by 9am on the day of departure.

Camp staff require a period of time upon arrival of the group to address the campers and convey the campsite safety briefing. Group Leaders are responsible for assembling the group to facilitate this requirement.

## EMERGENCY PROCEDURES

- Emergency and evacuation procedures are posted throughout the campsite and campers should familiarise themselves with these.
- **Fire Fighting Equipment:** All such equipment (smoke detectors, hose reels, etc) is essential for campers safety and must not be tampered with by campers. Any damages must be reported to Camp Management. There is a minimum charge of \$250 for damage to equipment.
- **Fires:** Fires may only be lit in designated areas and under the approval of Camp Management. Fire bans and restrictions apply. Group Leaders are responsible for supervision and safety around fires at all times.

## PROPERTY

- **Damage & Loss:** All breakages and losses to camp property and equipment are to be reported to Camp Management. These will be invoiced to the group.
- **Vehicles & Parking:** No vehicles are to be driven in an area other than a designated road or parking area. Identified speed limits must be adhered to.
- **The Environment:** YMCA campsites are undertaking an ongoing land-care program. Campsites are a sanctuary for flora and fauna. It is essential all campers respect the environment by not disturbing the natural surrounds. All garbage must be disposed of appropriately.
- **Alcohol/Smoke Free Environment:** YMCA Camping sites are Smoke Free Environments. Alcohol is only permitted in line with the YMCA policy. Alcohol is not permitted without Camp Management approval or in the presence of minors.
- **Out of Bounds Areas:** Kitchen, workshops, campsite staff quarters, adjacent properties are all “out of bounds” areas.

## FIRST AID & HEALTH SCREENING

- It is the responsibility of the Group Leader to ensure that adequate First Aid expertise and equipment are provided for their group. Any incidents must be reported to Camp Management. YMCA Activity Instructors will assume responsibility for First Aid when leading an activity. There will be a qualified staff member on hand for assistance on all programs.
- Camp Leaders are requested to screen all campers for any obvious signs of illness prior to attending camp. Campers who have had nausea, vomiting and/or diarrhea in the 48 hours prior to camp must not attend.

## BEHAVIOUR

Group Leaders are asked to remind campers to respect each other, others personal property and the environment. All noise should cease by 9.30 PM

## **PUBLIC LIABILITY**

**All groups must ensure they have adequate public liability insurance to cover:**

- Loss or damage to property belonging to your group
- Public Liability to cover injury or death of persons while: travelling to and from the camp, using facilities at the camp, participating in any activities conducted by us or you.

The YMCA may ask for a copy of these documents during the booking process.

## **SAFEGUARDING CHILDREN & YOUNG PEOPLE**

The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at [www.ymcabrisbane.org](http://www.ymcabrisbane.org) along with information on how you can report child safety concerns.

## **PRIVACY POLICY**

The YMCA Privacy Policy can also be located via our website [www.ymcabrisbane.org](http://www.ymcabrisbane.org), or a copy is available upon request.