

Bookings for the Camp facilities are accepted at the sole discretion of the Camp Manager and the Trust Board reserves the right to refuse to accept any booking from a group or individual without explanation or discussion.

Groups and individuals proposing to book Woodend Christian Camp should note that the complex is a registered Charitable Trust (Registration Number CC35550) administered by the Woodend Camp Trust. A key purpose of the Trust is to grow the spiritual, mental and physical wellbeing of individuals using the camp facilities by providing an opportunity to enjoy the Camp environs, its programmes, and to hear the good news of God's love for each one of us, through Jesus Christ. In light of this each school camp commences (normally on the first evening) with a Gospel presentation about the love of God as revealed through His Word, the Bible.

This document explains the terms and conditions for making a valid camp booking; hiring the Camp; and our requirements for successful safe camping.

A. Booking Process:

1. A booking is not considered valid or confirmed until the following process is complete.

- I. You ("the hirer") request a booking by telephone or email.
- II. Our bookings officer will then email you a **CAMP HIRE CONTRACT (including but not limited: Hire Policy, Client Agreement, Pricelist, Booking Form)** for the agreed dates.
 - Keep in mind (when booking 6 months or more in advance) that the **Pricelist** attached to the initial booking and the pricelist used for final invoice may differ as **Pricelists** are **updated 6monthly** and sent to all groups.
 - Hirer is to **confirm prices no later than 3 months** prior to booking.
 - WCC will **always use most recent pricelist** unless otherwise agreed with camp manager.
- III. These documents must be completed and signed. The signing of this is taken as an agreement by you the 'Hirer' and your group to abide by the conditions of hire.
- IV. This documentation must be returned with the non-refundable deposit (which will be deducted from your final account). This ordinarily needs to be within 14 days of notification of availability. A shorter time period may be necessary if demand for camps is strong or the camp is to be held within a month of the booking.
- V. Once received our bookings officer will send a confirmation letter/email.
- VI. **Minimum Stay Requirement (Peak Season)** During our peak season (September 1- May 30), a minimum booking of two(2) consecutive nights is required. Single-night bookings or day visits may be considered at the Camp's discretion, but priority will be given to groups booking two or more nights. The Camp reserves the right to decline or reschedule one-night or day-only bookings during this period to accommodate multi-night reservations.

2. We often have enquiries up to two years in advance, so it is essential that you confirm your bookings as above to avoid disappointment.

- I. If **YOU do not confirm acceptance** of your 'booking' **as above** within **the time specified** your booking will be cancelled. Staff will attempt to contact you prior to doing this.
- II. **If a booking is NOT required** at any time please advise the camp office as soon as possible.
- III. The camp management has the right to cancel a booking and refund the deposit should any circumstances arise in which it judges it would be unsafe for any group to occupy the site. In all such cases, the Camp's liability will be limited to the amount of the deposit made in respect of the Camp booking.

3. **Booking Deposits are NON-REFUNDABLE.** If you cancel your booking your deposit will only be returned if we are able to rebook your camp dates with another group. In most cases that will mean you forfeit your deposit once you cancel.

B. INVOICING

- I. **Final Invoice** - Camp Charges are based on the higher of indicative numbers (final numbers given 1 week prior to camp) attending the Camp or 'actual' numbers. A final invoice will be issued at the conclusion of camp. Payment is required within 7 days of invoice date.
- II. **No show invoices** – where the Camp has incurred expenses in expectation of YOUR arrival e.g. for food purchases, and YOU do not show or show only for a part period. YOU will forfeit your deposit and be liable for any reasonable expenses incurred by the Camp which are directly attributable to your no-show at Camp and invoiced accordingly.

C. CALL-OUT FEE

1. Groups may incur a call-out fee of \$150.00 where they call a staff member to site outside of Operational Hours for non-emergencies. The call-out fee will be added to the final invoice.
2. Operational hours are 9:00am – 5:00pm Monday – Friday, or by prior written agreement during weekends.
3. Some examples of emergencies include:
 - I. Serious medical events;
 - II. Serious maintenance issues (e.g. burst pipe, loss of essential utilities);
 - III. Natural disasters or severe weather events;

III. Security breaches, (e.g. unauthorised persons on site, break-ins, or vandalism);

D. PAYMENT METHOD

All payments can be made by one of the following methods.

- Bank Deposit (38 9006 0550717 00)

E. ARRIVAL / DEPARTURE TIMES

- I. **Weekend bookings** - commence on Friday evening 6pm and conclude with a 3pm departure on Sunday. Accommodation needs to be vacated by 2pm to allow staff to prepare for the next group. Long weekends are extensions of this format.
- II. **Week day bookings** - commence at 1pm on the day of arrival with a 2pm departure on the final day.
- III. **Variations** to normal arrival/departure arrangements must be discussed with, and approved by the Camp Management in writing prior to arrival (this may incur extra costs).
- IV. **Late departures** resulting in extra work for camp staff or are an inconvenience to arriving campers may incur a late Departure Charge of up to \$100 per hour.

F. VENUE

- I. Upon initial inquiry, groups may choose which venue to hire (conditional upon numbers in group):
 - **Nancy Jean Forbes Training Centre & Back cabins (17-20)**
 - **Main Camp & Back cabins (12-16)**
 - **Entire Facility**
- II. Unless your group is larger than **66 people** we reserve the right to host multiple bookings on the same dates. Should this be necessary we will endeavour to ensure compatibility between groups.
 - Alternatively, groups may hire entire facility with less than 66 people with a minimum charge of \$2000 per day.

G. ACTIVITIES

- I. **Programming** – it is essential that we receive a copy of your proposed programme **no later than 2 weeks prior to your group's arrival at camp**, This will ensure that the required number of Woodend Camp staff are available. Failure to do this may result in our staff being unable to run requested activities. **Activities requiring Woodend Camp Staff are unavailable on Sunday's.**
- II. The Camp provides no guarantee that all the outdoor activities at the Camp will be available to campers.

H. NUMBERS AND SPECIAL REQUIREMENTS

- I. **Confirmations of Expected camp numbers / Special requirements** are required one week before arrival. This confirmation will include any **special needs and dietary requirements (\$5pp/day extra charge)**. Upon notification of special dietary requirements our staff will contact you to ensure that these needs are met.
 - When numbers are given regarding catering (1 week in advance), we will supply and charge for that number despite what number turns up on the day. You are then entitled to take the extra meals home.
 - WCC **catering** staff cater for **30 people minimum**. Your group must self-cater for any numbers under 30 unless otherwise agreed by WCC manager. If numbers drop below 30, WCC have the right to move you to 'self-catered' or charge your group for a minimum of 30 people. This decision will need to be confirmed no later than 1 month prior to event date.
- II. **Campers are required to check with the Kitchen staff, at the beginning of each camp or as required to ensure that any special dietary requirements are being addressed and any uncertainties about the ingredients of particular menu items clarified.**
- III. **RATIO** – to ensure sufficient supervision/safety, a **1:10** adult: child ratio is required for overnight and **1:6** parent: child ratio(excluding teachers) for activities.

Camp Rules

1. **Please check in** with the Woodend Christian Camp host immediately upon arrival.
2. **Organise a time** for the whole group to be briefed on Health and Safety procedures by the Camp Host as early as possible on the first day.
3. **Ensure** campers under your control and for whom you are responsible are aware of the Camp Rules and the importance of following safety instructions and guidelines.
4. **Respect** (do not damage or abuse) buildings, grounds, equipment, flora and fauna (including on the surrounding properties).
5. **Privacy** no photos of staff and/or children without written consent. Adhere to Woodend Christian Camp Child Protection Policy and report any such incidents to manager. Drones only allowed adhering to WCC Drone use agreement (see manager).
5. **Leave** the property clean and tidy as instructed by Woodend Christian Camp staff. Cleaning instruction cards, cleaning materials and equipment will be supplied to complete this task. If the cleaning is not adequate to the extent that commercial cleaners are required the costs incurred will be charged to the hirer.
6. **You break it, you buy it.** If any part of the camp facility or equipment is damaged or broken (and not due to normal wear and tear), the replacement or repair cost will be charged to the group hiring the facility.
7. **Report any damage** and breakages to camp staff. The costs of replacements / repairs arising from damage e.g. broken windows, defacing of walls, (not being ordinary wear and tear) caused by the persons occupying the Camp will be charged to the hirer.
8. **Keep NOISE** to a minimum after 10.30p.m. Groups may continue to socialize but are asked to do so inside the main building.
9. **Bring your own FIRST AID** requirements and organize someone from your group to be responsible for administering first aid and recording any accidents/incidents. Woodend Christian Camp has limited first aid supplies available on site if required but these will be charged to your account.
10. **Accidents** must be reported in writing. Any INJURY / ACCIDENTS / SICKNESS occurring on the site which requires off site treatment (other than precautionary doctor's visits) must be reported to the camp management as soon as possible after the event. Accident forms are available from camp staff. Any hazards identified should also be reported to camp staff.
11. **Maintain an accurate list of NAMES** including day visitors and number of people on the site each night (for health and safety purposes) and invoicing purposes. An **Accommodation List** is available on our website to help with this.
12. **Smoking.** WCC is a Smoke free site; however smoking is permitted only in the area designated by camp staff. Smoking is not permitted in the surrounding forest. This is in keeping with our fire safety regulations and insurance policies. The hirer is responsible to ensure that all cigarette butts are extinguished safely and placed in appropriate bins.
13. **Light No Fires** in the Camp environs and surrounds. Given the proximity to pine forests this is important as are the rules relating to smoking.
14. **No alcohol, pets or firearms on to the property.**
15. **Fire Alarm** is for emergency use only. You will be liable for FALSE FIRE ALARM callout fees invoiced to the Camp by the Fire Department, if in all likelihood the call out is attributable to occupants of the Camp who are under your control or responsibility.
16. **Misbehave** - The Woodend Christian Camp Management reserves the right to ask any group or member(s) of the group to leave the property at any time if their behaviour is unacceptable to camp staff and/or in breach of Woodend Christian Camp rules.

Above all

Take care of each other, be responsible, be safe and have a great time.