

## FAQ's – Frequently Asked Questions

### Activities (we offer)

Q. What activities do you offer at QCCC Tamboirine?

We have a working relationship with two providers of activities for your guests.

#### **Adventure Parc**

(see the separate link on our website for all the details).

This is located just 15 mins from our Centres and offers some exciting and challenging activities including high ropes, flying foxes, monkey rails, suspended steps, double beams etc in a safe, picturesque environment. There are several grades of courses to choose from to suit your age and type of group and budget. Bookings for this facility can be done through our office.

We can also recommend ways to use this activity to make it cost effective for you including transport costs etc.

#### **Adventure Parc**

(see separate link on our website for all the details)

We can make arrangements for 'Higher Ground' activity staff to operate organised activities 'on site' to suit your age group, type of camp ad budget.

### Addresses of the QCCC Tamboirine sites

All Mail should be directed to the office at  
QCCC Tamboirine  
255 Beacon Road  
North Tamboirine  
Qld, 4272

Q. What address should I put in the information for our campers?

Which site/s are you staying at?

**WEC Centre** – is situated in Keswick Road (16-20 Keswick Road)  
Entry is 200m on the left on Keswick Rd (R off Beacon Road)

**Tamboirine Lodge** – is situated on the corner of Keswick and Beacon Roads  
Entry is 100m on the left on Keswick Rd (R off Beacon Road)

**CMS Centre** – is situated in Keswick Road (52 Keswick Road)  
Entry is 500m on the left on Keswick Rd (last campsite on the left).

## Addressing the Campers on arrival at camp

See under 'Arrival at camp'

## Adventure Parc

See the separate link on our website for this exciting choice of activities for your guests. Our staff can make all the arrangements for you.

See also under 'Activities we offer'

## Arrival at camp

### Q. What time can we arrive to set up?

A. Your 'arrival time' on your quotation, is the time you have actually booked the Centre from for all guests to arrive, so therefore you must adhere to this time, unless prior arrangements are made with the office.

Worship, Youth, Music and Craft camps –

### Q. We need to set up sound gear for our worship team, music gear for our music camp, tables for our craft group?

In this instance, you must confirm this arrangement with our management prior to arriving, (as it may infringe on another groups booking time and departure, or interfere with site cleaning).

Generally, we do NOT allow the camp organisers or set up team to arrive more than 1 ½ hours prior to the arrival time you have booked.

If this is a problem, then please contact our office.

For 5pm Friday arrivals (weekend bookings) this means the organisers may be able to access the site from 3.30pm on the Friday, but you do need to seek permission first.

Again, please check with Jeanette or Stephanie in the office.

### Q. Where do guests park, and unload their gear?

A. Each of the 3 QCCC Tamborine Centres is separate, and entry to all sites is from Keswick Road (last road on Right off Beacon Rd). See 'addresses' of the camps.

WEC Centre – is situated 200m on the left on Keswick Rd

The 3 main accesses (ramp and stairs) to the main hall are from this front carpark.

For unloading heavy items use the following -

- a. A wheelchair ramp (also suitable for wheeling heavy items up) in front of the East wing accommodation
- b. The disability carpark bay outside cabin number 10 on the West wing.
- c. For gear to be transported to the Chapel at the rear of the site...go through the dining room, across the undercover area and down the ramp in front of the public toilet block.

Tamborine Lodge –is on the corner of Beacon and Keswick Rds (entry is 100m on Keswick Rd).

Carparking (asphalted) is on Keswick Rd, adjacent to Unit 8.

For unloading heavy gear into Main hall, you can use the driveway near the office situated at 255 Beacon Rd, then park your vehicle in the carpark on Keswick Road.

CMS Centre – is situated 500m on the left on Keswick Rd (last campsite on the left).

Carparking (asphalted) is on Keswick Rd in front of the site.

For unloading in the Main carpark, use the cement path by cabin 15 and the path leads up into the Main hall (no stairs).

Q. Do we have to set up the tables/chairs etc on arrival?

A. Yes – both your Meeting areas and dining tables.

Please see the details of what is expected from your group in your 'quotation' letter.

Although, we can arrange for our staff to attend to this, for an additional charge and it must be arranged at least a week prior to your arrival.(POA)

Q. Do your staff 'address the campers' after we arrive on Safety issues, etc?

A. Yes, we are happy to do this....in fact, we have a 4 minute 'dvd' that we use, especially for the purpose of 'safety and procedures' at our sites. Although the information on the dvd is 'important', it is presented in a youthful and humorous way, and fun to watch.

If you would prefer we are happy for you to screen the dvd, without QCCC staff input, as it covers all that needs to be conveyed to your guests.

We suggest your campers view it on arrival, prior to your first meal (as it covers dining procedures) and certainly before your guests retire to bed on the first night.

Our Safety and Procedures dvd includes –

- Cabin key use (for cabins at the WEC site)
- Male/Female camps (rules for cabins)
- Fire safety and Evacuation instructions
- Noise Curfew (is 10pm to 7am)
- Using the buffet and drinks area
- What is expected when you finish your meal (where to put your dirty plates, cutlery)
- What is expected when you are departing from camp (vacuuming etc)

## Air Conditioning

Q. Do you have air con?

A. None of our Centres at Tamborine have 'air con', but generally it does not get that hot, only in December/January at the peak of Summer.

### Fans

WEC Centre - There are fans (combination heater/fan) in all cabins, and fans overhead in the Main hall and dining area. Also a pedestal fan can be provided in the Chapel.

CMS Centre – There is a large powerful (commercial) fan connected in the Main hall/dining area.

A pedestal fan can be provided in the smaller meeting room.

Tamborine Lodge – Pedestal fans can be provided in the 2 Meeting areas only.

Guests are welcome to bring their own fans.

## Babies (Highchairs/Cots)

Q. Do you provide Highchairs and Cots or Portacots?

Each site has the following available:

WEC – 2 highchairs (stored in the Laundry room)

CMS – 2 highchairs (stored in the storeroom in the Main hall)

Tamborine Lodge – 1 highchair (stored in the dining room)

QCCC Tamborine does not provide cots or portacots.

Q. Are any of the accommodation rooms more suitable for a family with a young baby?

Cabins that are suitable for setting up a portacot are:

WEC – Cabins 8 (has 4 beds) ,9 (has 3 beds) ,10 (has 3 beds) and 11(has 4 beds)

CMS – Cabins 3,4,5,6,7,8 (All have 8 beds)

Tamborine Lodge – 1 of the bedrooms (that sleep 6) in each of the units have more space than the rooms that sleep 4, plus unit 9 (sleeps 3)

## Blue Cards

Q. Do all QCCC Tamborine staff have 'blue cards'?

A. In line with current legislation (Qld Govt – Commission for Children and Young People), and in line with QCCC (also a Ministry of Qld Baptists) policy, all staff members who are aged over 18 must hold a current Blue Card.

It is up to each individual youth/school group to see that all leaders, parents/volunteer helpers, etc attending camp with their group, carry a blue card.

It is most essential that a 'safe environment' is provided for all children who stay on our sites.

## Bunk Beds

See under 'Room layouts'

## Bush Walks in the area

QCCC Tamborine is set amongst and surrounded by National Parks.

There are some beautiful bush walks on the Mountain.

We suggest you phone the local Tourist Office on (07) 5545 3200 for up to date information on what 'bush walks' are open etc, as it does depend on the season and recent weather.

From where we are located we suggest 'Witches Falls' walk – the entry is just a 10 min walk from our sites. We have maps in the office.

Just for 'fitness' there are other pleasant walks in the area. The roads and stunning views around the adjacent areas are a treat for 'walkers just wanting a breath of fresh air'.

## Camp Fires

Q. Are we permitted to light a camp fire? And if so, where can we light it?

A. If local regulations permit at the time (ie: there is no 'Fire Ban' in the area at the time) then you may light a camp fire.

The fire must not be more than 2m high or 2m wide.

We always request that if you intend to light a camp fire, you phone our local

'Fire Permit officer' on 0408 199 271 to advise of your plans and get permission.

This then makes the local fire authority aware, if they happened to be 'called out' to a fire that is reported by any local residents in the area.

We will advise you on arrival at camp, of an appropriate place to have your camp fire (depends on which site you have booked) and you will need to collect the materials (from the area) to build your camp fire.

## Camp Organisers – Some 'Helpful Information'

Please be assured, that the staff at QCCC Tamborine are here to support you, the camp organiser, in anyway we can, so please do not hesitate to contact us for assistance in anyway whatsoever. We are only too happy to help

you, so that you and your guests have a 'great camp experience'.

Q. I am the camp organiser...what do I need to do in the weeks leading up to our arrival at camp?

A. Make sure that you (the organiser) have all the information that you require for organising your guests/minimum charges/accommodation etc.

This includes:

1. Original quotation paperwork

- Booking details and Minimum charges that apply
- Booking application - agreement
- QCCC Terms and Conditions
- Site plans
- Menu

All of the above information would have been sent in the original paperwork

2. Confirmation Details

- The confirmation letter confirming your camp and details.
- The Fire Safety Register (also used for accommodating rooms to guests)
- Your 'Confirmation Numbers form' (to be sent to the QCCC office)

All of the above information would have been sent when your booking was confirmed by us.

If you do not have any of the above information, please contact us and we can send you copies of the paperwork.

## Confirming guest Numbers

Q. When do I need to confirm camp numbers etc?

A. Please confirm your guest numbers 1 week/7 days prior to arriving at camp using the 'Confirmation Numbers form'. You can send this to us various ways, including email, fax or post. If preferred, we can email this form to you to fill out – please email our office if you would like this option. The 'Confirmed Numbers form' is sent out with your 'Confirmation letter'

Please note: If you happen to have additional guests register for your camp after you have confirmed you numbers to us, please do not turn them away!

Our policy is 'Never turn anyone away' – We can always accommodate extra guests'

Just advise the office accordingly....even on your arrival day!

Please note - With Friday camp arrivals, this information may be advised by the Monday morning of that week, so 5 days prior at the latest.

IMPORTANT - When confirming your guest numbers, you must include ALL of the following information.

1. Confirm your Camp numbers using the 'Confirmation Numbers form'. You can send this to us various ways, including email, fax or post.
2. Send us your Menu selection (please read the details on the back of the Menu)
3. Advise us of any Special dietary needs (This needs to be in written form and must include the guests name and their requirement) – Please read details on the Menu about special dietary meals we provide and charges.
4. Confirm any equipment you may need.

## Craft Camps (details on space and tables etc)

The types of craft groups who enjoy using our venues are:

Scrapbookers

Quilters/Patchworkers and

Stampers.

The following descriptions may be helpful when choosing which site to book for your craft camp. The space and

numbers we describe in each of the meeting/craft areas allows ONE craft table per 2 guests.

The WEC Centre – (Ensuited cabins with a Max 92 beds – 47 bottom beds)

This site may be booked either –

Exclusively (ie: you have the site to yourselves)

A minimum charge of 55 guests (using both the West and East Wing accommodation and the Main Meeting room for your craft. You may also book the use of the Chapel however your minimum charge increases to 60 guests.

OR

A shared basis (you have your own accommodation and meeting areas but must share the dining area with another group booking)

with either of the following options -

a. a minimum of 25 guests (using the West Wing accommodation (Max 43 beds) and the Chapel for your meeting/craft room)

OR

b. a minimum of 30 guests (using the East Wing accommodation (Max 49 beds) and the Main meeting hall for your meeting/craft room

The Main hall (which is adjacent to the dining area) set up with craft tables can hold up to 30 tables, so 60 guests. The Chapel set up with craft tables can hold 15 tables and so up to 30 guests.

Tamborine Lodge – (Ensuited, 2 bedroomed 'motel style units - Max 79 beds)

This site may be booked either -

Exclusively (ie: you have the site to yourselves)

A minimum charge of 50 guests (using all 9, 2 bedroomed units for accommodation and the Main Meeting room for your craft. You may also have use of the use of the Small Meeting room, however this is fairly small and would only be suitable as either your 'shop of stock', 'running mini workshops' or for 'a larger area for cutting out, etc'.

OR

A shared basis with either of the following options -

a. a minimum of 30 guests (using x5, 2 bedroomed units and the Main Meeting room for your meeting/craft room)

Please read below about the set up in the Main hall.

OR

b. a minimum of 20 guests (using x3, 2 bedroomed units plus the leaders room for accommodation) and the Small meeting hall for your meeting/craft room. Please note below...this room is very small.

The Main hall (Please note that one half of the hall is for 'all guests' on site, dining area and so when you set up your tables, there must be sufficient space for your group and the other group to dine, if sharing the site)

Set up with craft tables on one half of the hall can hold up to 15 tables, so 30 guests.

This allows for about 50 guests in the adjacent dining area.

The Small Meeting hall set up with craft tables can hold 6 tables and so up to 12 guests. It would be 'fairly cosy'.

CMS Centre – (non ensuited cabins/shared bathrooms - Max 80 beds)

This site may be booked either -

Exclusively (ie: you have the site to yourselves)

A minimum charge of 50 guests (using all 13 cabins for accommodation and the Main Meeting room and the Smaller Meeting room for your craft. You may just want to use the Small Meeting room as either your 'shop of stock', 'running mini workshops' or for 'a larger area for cutting out, etc'.

OR

A shared basis with either of the following options -

a. a minimum of 25 guests (using x8 cabins that sleep 5 each for accommodation) and the Main Meeting room for your meeting/craft room)

Please read below about the set up in the Main hall.

OR

b. a minimum of 25 guests (using x5 cabins that sleep 8 each for accommodation) and the Small meeting hall

for your meeting/craft room.

The Main hall is a beauty!...Stunning views out to Moreton Bay.

(Please note that one half of the hall is for 'all guests' on site, dining area and so when you set up your craft tables, there must be sufficient space for you and the other group to dine, if sharing the site)

Set up with craft tables on one half of the hall can hold up to 15 tables, so 30 guests.

This allows for about 50 guests in the adjacent dining area.

The Small Meeting hall set up with craft tables can hold 6 tables and so up to 12 guests. It would be 'fairly cosy'.

Need more space for tables!

In the warmer months (Oct to April), dining areas may be set up in the deck/undercover areas at the WEC and CMS Centres, therefore giving you larger areas for setting up your craft tables.

## Departing from Camp

Q. What is expected from our guests, as far as cleaning goes when departing?

A. Each group departing from camp is expected to –

IN CABINS – Leave all cabin gear (as found) and vacuum all carpet areas in their cabins. You need to make sure that you include in your program, a time slot to vacate and vacuum the rooms by the required time (by 9am Mon – Sat and by 10.30am on Sundays)

IN HALLS - stack chairs, tables etc (as found on arrival), so that they can vacuum all carpet areas thoroughly. Dining tables are generally left up and vacuumed around.

There are photos on the walls of the halls, as to how the site and equipment should be left.

They do not need to mop bathrooms, clean toilets etc!

Q. What time do we need to be out of the cabins?

A. Unless prior arrangements are made, you must ensure that all accommodation areas are vacated (and vacuumed) by the stated time on your departure day.

Usually – by 9am Mon – Sat departure days and by 10.30am on Sundays.

To avoid any confusion and inconvenience to your guests, you will need to allow for this when organising your camp program. (slot a time in, say after Breakfast and allow at least half an hour, depending on the ages and numbers of guests on site).

This is so that our cleaning staff can access the sites for full cleaning and not create any delays for incoming groups.

Guests can load their overnight gear into their vehicles...or store it undercover if your group have buses to pick your guests up.

Of course the meeting areas/main toilets are available until your departure time (on you Booking information).

Q. Can I pay the additional cleaning fee and not have to vacuum etc?

A. Yes - If you have opted to pay the 'additional site cleaning' fee, then you just need to ensure all equipment is stored and put away properly by your departure time.

If you wish to pay this cleaning fee and not vacuum, you do need to advise the office prior to arriving at camp (so that we can make the necessary staffing arrangements)

You will still be required to vacate the accommodation areas by the required time.

## Equipment on site

Q. What 'equipment' is available on site for us to use?

Q. What if I need to use some of the QCCC equipment such as t/vs, dvd's or sound gear?

A. If you have booked 'exclusive use of the site' then the equipment supplied and included in your charges (no extra charge) is as follows -

Each site (Tamborine Lodge, WEC Centre & CMS Centre) provides one of the following -

- Large screen TV (located in each of the Main halls only at each site and should not be moved)
- DVD player
- Whiteboard
- Portable screen

Q. What if we are sharing the site with another group and need equipment?

A. When you have booked 'shared use of the site', you must book any of the above items you require, well in advance, to be sure of its availability.

(No need to if you have booked 'exclusive use' of the site)

Q. What other equipment do you have?

A. We also have available for use –

- A CD player
- An OHP (portable)

However, these items must be prebooked if required (no extra charges)

Q. Do we need a 'screen' for projecting the OHP or data projector onto?

A. All of the walls in our meeting areas are painted light colours and usually acceptable for projecting your OHP, overheads or movie onto. We do have a portable pull down screen available (see above) if required.

Q. What about Sound and Audio gear?

A. Extra equipment is available for hire (Details of the equipment and an application form is available on request):

Data projector

Sound/Audio equipment (at WEC Centre only) – Details and POA

Cordless microphone – POA

Microphone (on cord) and speaker – POA

If required, we can email the equipment/application/hireage details to you.

You must ensure that you have an experienced audio/sound person operating and who is familiar with the equipment we have.

Operator - The hire fee does not include any initial consultation with a sound operator and operators fee/ 'call out' for technical difficulties will attract extra fees and will be subject to availability.

Q. How many craft tables do we have use of?

A. We allow 1 trestle table per 2 guests confirmed, so if you confirm 60 guests, we will provide 30 tables, all included in your costs.

If you require more tables, then we can provide extra tables at a hire cost of \$10 per table required and you must prebook them.

Dining tables are not included in your allocated number.

Q. What about Sports equipment? . . . do we need to bring some?

A. We do have a small selection of cricket gear, volleyball gear, soccer balls available, but if your guests 'take their game seriously', then you are welcome to bring your own gear.

There is a table tennis table on the undercover area at the WEC Centre.

There is a single basketball hoop at the CMS Centre

There are permanent posts on the oval at the CMS Centre for volleyball net etc

(which may only be used by groups who are booked at that particular Centre)

Q. Are there TV's in the cabins/accommodation areas?

A. There are small portable TVs (permanently set up) in the following cabins –

- All 9 units at Tamborine Lodge (they cannot be removed)
- Cabins 9 & 10 (Leaders rooms/ Cabin 10 is a Disability room also) at WEC Centre
- There are NO TVs in accommodation at the CMS Centre



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- A. There are small portable TVs (permanently set up) in the following cabins –
- All 9 units at Tamborine Lodge (they cannot be removed)
  - Cabins 9 & 10 (Leaders rooms/ Cabin 10 is a Disability room also) at WEC Centre
  - There are NO TVs in accommodation at the CMS Centre

Q. There is a football 'final' match on one night that we do not want to miss. Can we set this up in the main meeting areas for all guests to view?

A. Yes (The Main halls at each of the 3 sites have TV's with aerial). Or, you can also connect your/our data projector (hire charge applies) up to have a huge screen

## Fire Safety

Safety for our guests on our sites is of paramount importance.  
All bedrooms in all sites have 'hard wired' smoke detectors.  
WEC Centre has a 'Fire Alarm system' including smoke and thermal detectors.  
All sites have 'Evacuation Instructions' posted throughout.  
'Emergency Evacuation areas' for each site are clearly defined

### FIRE SAFETY REGISTERS

Q. Do we really have to fill these in, and with full names?

A. Most definitely yes.....local authorities and our accommodation licence requires this! The Camp Organiser is responsible to see this is done.  
Ideally you should hand your Fire Safety Register in to our office each night (or just the first night if there are no changes in guest room allocations.  
The camp organiser is responsible for this Register for the duration of the camp and should be able to easily locate it, if there were an emergency.  
The purpose is for a roll call and to define where each guest is sleeping.  
When departing camp, you must leave a copy of your Fire Safety register with our office – we must obtain and keep a record of all guests who have stayed on site.

Q. If we cannot fit everyone to sleep in a cabin, can we put additional mattresses on the floor or use the meeting rooms for sleeping in?

A. DEFINITELY NOT!!  
This is in breach of our strict Fire Safety regulations and our 'Accommodation Licence'. Mattresses must never be removed from the beds and the number of guests to a bedroom, must never exceed the number of beds.

Q. Do your staff 'address the campers' after we arrive on Safety issues, etc?

A. Yes, we are happy to do this....in fact, we have a 4 minute 'dvd' that we use, especially for the purpose of 'safety and procedures' at our sites. Although the information on the dvd is 'Important', the dvd is quite humorous, and fun to watch.  
If you would prefer to show the dvd, without QCCC staff input, then we are happy with that arrangement also, as it covers all that needs to be conveyed to your guests.  
It is important that you cover this, on your arrival day, when all guests are present.

## First Aid

Q. Do you have a First Aid kit, our group can use?

A. No - Please refer to our 'Terms and Conditions' posted with your quotation.  
We do not supply staff to administer First Aid or a First Aid kit. This is your responsibility.  
We do have 'ice packs' on hand – please ask the kitchen staff (during usual hours) or the office (after hours)

(Our staff are unfortunately not permitted to supply any pain killer or plaster/band aid to your guests)  
Emergency Phone numbers/details etc are listed around the sites.

Here are some helpful contact phone numbers, you may like to include in your campers information:

Important Phone Numbers:

Emergencies – Dial 000

Ambulance (Non Urgent): 13 12 33

Rural Fire Brigade – 0407 747 999

Fire (non urgent) – 5583 7508

Police (Local) Main St 24 hrs: 5545 3473

S.E.S – 5540 5131

Electricity (Energex/24 hrs) – 13 62 62

Medical Centre, North Tamborine (Opposite Beacon Rd entry): 5524 1222

Hrs are: Mon-Thurs 8.30-8pm, Fri 8.30-5pm, Sat 8.30-12, Sun 8.30-10.30

Dentist: 5545 2522 (Dr S. Donnelly) or 5545 2788 (Dr D. Harvey)

Local Public Hospitals are:

- Gold Coast – (108 Nerang St, Southport): 5519 8211
- Logan (Cnr Armstrong/Loganlea Rds, Logan): 3299 8899
- Beaudesert: 5541 9111

Pharmacy (North Tamborine, situated next to Medical Centre): 5545 1450

Pharmacy (Eagle Heights Centre): 5545 1441

Local Tourist Information Centre (Opposite Beacon Rd entry): 5545 3200

## Heating

Q. How cold does it get on Tamborine Mountain?

A. During the Winter months of June, July and August it gets fairly cold (down to 6oC overnight and often below 20oC during the day) and cooler temperatures can be felt on months either side, particularly early morning and from late afternoon.

Bring a sweater, or jacket especially if you want to enjoy walking the local area. Even in the Summer, the temperature can turn cold the odd day or night.

Q. Are there heaters in the rooms?

A. This differs for each site – details are: (Winter months are June/July/August)

Tamborine Lodge

All units (accommodation) have heaters

Main hall has an electric (log fire effect) heater

Smaller meeting room – a heater can be provided during Winter

WEC Centre

All cabins (accommodation) have fan/heaters

Main hall has a gas heater

Chapel/meeting room – a heater can be provided during Winter

CMS Centre

All cabins have an electric oil column heater supplied in Winter months only.

There is an electric/gas fire in the lounge area in the main hall at CMS

Smaller meeting room – a heater can be provided during Winter

## How do we get there?

Q. What is the best way to get to camp? . . . what information can I give the campers?

There is information on our website on 'Instructions how to get here'.

Very simple instructions are:

Take any of the following EXITS from the Pacific Highway, between the Gold Coast and Brisbane (from either direction)

EXIT 38 (at Stapylton/Yatala) – and get on to ‘Stanmore Road’ then follow the steps below (This involves a fairly windy, narrow road of 5km near the top of the Mountain)

EXIT 57 (Oxenford / Sanctuary Cove.....Dreamworld is just North of this exit) – and follow ‘Tamborine Mountain’ signs then follow the steps below (This is a fairly good Road most of the way)

EXIT 71 (Nerang/Broadbeach) – and follow ‘Beaudesert’ signs then follow the steps below (This involves a very steep climb up Henri Robert Drive for about 5km)

- Follow signs to ‘Tamborine Mountain’
- Once on mountain, follow signs to ‘North Tamborine’
- Once you get to the Shell Service Station on the Main Western Rd, Beacon Road is to the left of the servo.
- Follow Beacon Rd for 2.5 km - till white road markings finish
- Tamborine Lodge ( and the office at Nr 255) is on the corner of Keswick and Beacon Roads on your right.
- Turn right into Keswick Road for entry to all camps
- Tamborine Lodge is on the corner....WEC Centre is about 200m on your left and CMS Centre is 500m on your left (last campsite)

## Internet/Wireless/EFTpos

Q. Do any of your sites have wireless or INTERNET or a facility for EFTpos?

A. Internet - The WEC Centre only has internet/EFTpos access set up in the Leaders rooms (Nrs 9 and 10) on East and West wing and in the Main meeting hall – Must be prearranged and Extra fees apply – POA

Once you arrive on site, you will be give the details on how to access it.

The local Tamborine Mountain library (3km) has access to internet also.

Wireless – No we do NOT have wireless access at any of our sites.

## Information for your guests

(ie: making a brochure for marketing your camp)

We are more than happy for you to use information from our website to market your camp you have booked with us. We can also send you maps of the sites etc by email to include in your information.....just contact our office.

## Large group bookings

We have 251 beds available at our QCCC Tamborine sites.

If you are planning a larger group booking please contact our office for information about utilising other venues adjacent to our sites. There are presently a maximum of 518 beds if you were to book all of the other centres available at Tamborine. All are situated within a 1/2 km radius.

## Maps – see ‘How to get there’

For maps and layouts of our sites, please see the information on our website

For ‘How to get there’, please see under ‘How do we get there?’

## Meal times

Q. What time are the meals served?

A. Our usual meal times are:

Breakfast –7.30am; Morning Tea –10.30am; Lunch – 12.30pm; Afternoon Tea – 3.00pm; Dinner – 6.00pm Supper –

9pm.

Am/pm teas are just served around 10am and 3pm and you can stop and have it when convenient for you. (See also Fri night meal below)

If you have 'exclusive use' of a site, then you can nominate your own mealtimes to suit your program (see extra charges on Menu for 'earlier than' and 'later than' times)

If you are 'sharing the site' with another group, then we usually serve meals at the usual above times, unless it suits both parties to change.

And you must ensure that mealtimes are adhered to so that no groups program is interrupted.

Guests are expected to arrive promptly for meals, to avoid missing out after groups 'go up for seconds'

Q. What if we want earlier or later meal times and what if we are running late in our program?

A. Main Meals scheduled outside of our usual mealtimes

Please note that 'extra charges' will be incurred if your programmed mealtimes are scheduled more than ½ hr earlier or later, than our usual mealtimes.

Extra charges will apply also, if a group commences dining (due to their own program delays) more than 15 mins later than the selected/programmed time you chose (unless any delays are advised to the kitchen 2 hrs in advance)

PLEASE NOTE- Any meal times prior to 7am and/or later than 6.30pm will incur a small charge to cover extra staffing requirements. Extra \$1.50 per head – MIN 40 (\$60), MAX100 (\$150)

Both of the above are to cover extra staffing costs required for longer staff shift times at Main meal times only.

## FRIDAY NIGHT DINNER

Q. What if we want earlier or later meal times and what if we are running late in our program?

A. The latest time you can schedule your Fri night dinner, without incurring extra charges (charged to cover staffs shift times) is 6.30pm. An extra charge will apply (see reverse of Menu) if the meal commences after 6.30pm.

If you have latecomers arrive after this time, then it is your groups responsibility to set a meal aside in the fridge, (prior to your group commencing second helpings please!)

Each site has a microwave for reheating.

## Menu

Q. Can we select 2 choices for a particular meal from the Menu?

A. You may, but any changes/extra selections to the Menu, will incur additional fees.

For example, if you request half and half of any choice, there will be an extra 'per head' charge, depending on the dishes chosen. This is because it involves more preparation of more than half of each choice, as 'from experience' guests tend to 'get upset' if a choice runs out.

If you have 'exclusive use' of the site, then you are free to select the entire menu.

If you are 'sharing the site' then we view both groups Menu selections and make the final decision.

Q. Help!.....What Menu choices do I make to please everyone?

A. Simply.... you cannot please everyone, but generally, there are plenty of options from the buffet (several salads/veges selections), fresh fruit etc available and most guests are happy. Just ensure the menu you choose is balanced with variety.

If you choose meat dishes and you have guests who are vegetarians or have other special dietary needs, a separate meal will be put aside for them (which is why we require the guests name and dietary need)....see below.

Q. I have guests with diet needs and do you charge extra for these?

A. Please see the separate section on 'Special Dietary Needs'

## Mobile phone reception

### Q. Mobile phones – Do they work on the Mountain?

A. There is some difficulty with some providers (Vodafone is one) but generally Telstra and Optus are fine....there may be some 'pockets of no reception' in some areas, particularly at the CMS site.

## Part time guests

### Q. What do I charge any guests who are not staying 'fulltime' at camp?

A. Firstly, ensure that your minimum (fulltime) charges you have been quoted, are accounted for. Then if guest numbers exceed the minimum number you are being charged, refer to our 'Additional charges' list. (You may charge your guests what you prefer, to cover any added costs you have incurred in relation to the camp) Part time guests accommodated over a night (or two). Basically you charge all meals they are present for (don't forget am/pm teas and supper) plus an 'overnight' charge. Day Visitors are charged 'meals they are present for, plus a covering Day charge'. Details of these charges and how to calculate them, are on our 'extra charges' sheet.

## Pay Phone

### Q. Do the sites have a PAY PHONE?

A. There is only a pay phone at the CMS Centre in the main entrance (gold phone) Our office phone is only available for emergency situations. The nearest payphone is 2.5km at the end of Beacon Road.

## Pets

Sorry, but strictly NO pets on site, unless it is a 'guide dog' or 'guide dog in training'.

## Preparations before camp

See under 'Camp Organisers – Some Helpful information'

## Risk Assessments of sites

Contact our office and we can email you a copy relating to our sites.

## Room allocations

### Q. How do I do my 'Room allocations'?

A. Contact our office for a copy of the Fire Safety Register – we can email it and it is easy to follow for allocating beds and rooms for your guests.

### Q. Can we use mattresses on floor areas, if we want more guests in a room?

A. Under NO circumstances, are mattresses to be removed from beds and/or guest numbers exceed the number of beds in a room.

Nor, can guests sleep in rooms not intended as bedrooms.

We have strict laws we must abide by, for Fire safety and accommodation licencing reasons and it is up to the group leader to see that these are abided by.

See more information under 'Fire Safety'

See more information below on 'Room layouts'

## Room Layouts

Q. What are the Room layouts like?

Q. Do we have ensuite bathrooms?

Q. What are the beds like?

A. OK, here is a rundown of the sites and beds and what rooms have ensuite bathrooms etc for all 3 of our Centres.

WEC Centre has 17 cabins – Max 92 beds

All the cabins are ensuited (separate shower, toilet and vanity)

The site is divided into 2 separate wings – East and West wing

There are a total of 47 bottom beds and 45 top bunk beds on site

13 cabins sleep x6, 2 cabins sleep x4 and 2 cabins sleep x3

Cabins 1-7 and 12-17 - all these rooms have 6 beds (3 sets of bunks each)

Cabins 8 and 11 - both these rooms have 4 beds (2 sets of bunks each)

Cabins 9 and 10 (Leaders rooms) – both have 1 set of bunks and 1 single bed

Cabin 10 is also a 'disability cabin'

Tamborine Lodge has x9 ensuited 'motel style units' – Max 79 beds

8 units are 2 bedroomed and sleep between 8 and 10 and Unit 9 (Leaders/disability cabin) sleeps x 3

There are 51 bottom beds and 28 top bunk beds on site

Units 1 and 2 have 2 bedrooms that sleep x4 each (Total 8)

Both bedrooms have 1 set of bunks and 2 single beds each.

Units 3 – 8 have 2 bedrooms (one sleeps x6 and 1 sleeps x4)

Units 1-8 have an ensuite bathrooms with separate shower, toilet and vanity.

Also a lounge area with TV, dining table and tea/coffee making facilities and fridge.

Unit 9 has a bathroom with shower/toilet and vanity all in one and is set up for 'disabled use'. It has a sink with tea/coffee making facility and TV and fridge.

CMS Centre has 13 cabins (non ensuited) 8 sleep x5 and 5 sleep x8, so Max 80 beds

It has a separate male/female bathroom block.

Female block has 4 showers, 3 toilets and 3 vanity sinks.

Male block has 3 toilets, urinal, 3 showers and 3 vanity sinks.

There is a disabled bathroom (combined shower/toilet.sink in room) under the Main hall. This is also suitable for adult staff to use.

There is also a gents and ladies toilet in the Main hall.

Each site has 2 meeting rooms, one of which is a combined/dining meeting room

You can view photos on our website: [www.qccc.qb.com.au](http://www.qccc.qb.com.au)

Total beds on site – 251

Total individual bedrooms on site – 47

Q. What are the mattresses like?

The foam mattresses on all the bunk beds are covered in a soft 'marine grade' vinyl, so that they can be wiped clean and kept fresh.

The ensemble mattresses on all the single beds at Tamborine Lodge are the usual mattress fabric but we keep them protected with a fitted 'soft plastic' protector under a fabric mattress protector.

Some foam mattresses at the CMS site (on top bunks) are fabric.

Q. Do you provide pillows?

A. NO – Due to hygiene issues, you must bring along your own pillow.

Q. What bedding must we provide?

A. You must bring your pillow, with case, sheets and blankets (or sleeping bag) and towel. Due to hygiene issues, you must have a bottom sheet on your bed. We also recommend that you bring a fitted mattress protector for warmth and added comfort.

## Sharing the site with another group

Q. We are an older group and do not want to be sharing the site with a loud youth aged group.

A. Don't worry, we are very careful with what groups we mix. It is only the meal times and dining areas you share, but we are very sensitive to each groups needs in these matters.

Q. But our group requires the bigger meeting area, as we need lots of room for our craft tables/activities.

A. Generally, we say that the 'group with the larger numbers booked/and the greater min charge' has use of the larger meeting hall, but it really depends on what activities your group propose to do. Usually it works out fine. Usually this is discussed at the time of booking the site and suitable arrangements made then. If you are a group who need a 'greater than usual area' in the main hall/dining area, you MUST ensure that there is sufficient space left for the other group booked, to dine comfortably.

Q. What about meal times and menu selections when sharing the site?

A. Our Menu selection has the following information (on the reverse) -  
Shared Use of Centre booked

For instances when more than one group has booked use of the site, both groups will dine together.

In such circumstances, the selection of the menu will be decided by our Staff (though you may still send us your preferred choices and we will take these into account for both groups)

It is important that when 'sharing the Centre' the meal times are adhered to, to avoid disruption to the other groups program/meetings. (ie: the dining halls double as meeting areas)

PLEASE NOTE: We reserve the right to change the menu at any time if required (ie: deliveries/availability of foods)

### Meal Times

Our usual meal times are:

Breakfast –7.30am; Morning Tea –10.30am; Lunch – 12.30pm; Afternoon Tea – 3.00pm; Dinner – 6.00pm Supper – 9pm.

If meal times/programme is not received or requested, prior to your groups arrival, then the above mealtimes will apply.

Groups who book exclusive use of the site have the liberty to select their meal times to suit their program.

Groups who book 'shared use of the site, must adhere to our usual meal times... unless otherwise agreed by both groups.

## Special Dietary Needs

Q. What if some of our guests have special dietary needs? And do you charge extra for this?

A. No problem with the usual medical dietary needs (ie: gluten free (coeliacs), wheat free, diabetic, vegetarians, lactose free etc).

We do cater for these diets, so long as we are advised prior to arrival at camp. You must advise us in writing, their full name and dietary need at least 7 days prior.

There is no extra charge for the Main meals....however due to the increasing demand and costs for 'special dietary needs' we do request they bring their own snacks for morning, afternoon teas and suppers. We will provide MAIN MEALS ONLY.

If your guest has a particularly restrictive diet, then we usually suggest they bring their own supplies of food and snacks. All our meals are served buffet style and there is always plenty of salads and fresh fruit offered.

### Q. What about life threatening food allergies?

A. If a food allergy involves a severe 'life threatening situation' such as anaphylaxis (ie: peanuts) then we do require the guest (or their parents/guardians if under 18) to sight and sign a covering letter from us, prior to your arrival.

We can email this letter to you – please provide us with the full details.

### Q. When do I need to advise Special dietary needs?

A. IMPORTANT - When confirming your guest numbers, you must include ALL of the following information.

1. Confirm your Camp numbers using the 'Confirmation Numbers form'. You can send this to us various ways, including email, fax or post.
2. Send us your Menu selection (please read the details on the back of the Menu)
3. Advise us of any Special dietary needs (This needs to be in written form and must include the guests name and their requirement) – Please read details on the Menu about special dietary meals we provide and charges.
4. Confirm any equipment you may need.

## Sports equipment

### Q. What about Sports equipment? . . .do we need to bring some?

A. We do have a small selection of cricket gear, volleyball gear, soccer balls available, but if your guests 'take their game seriously', then you are welcome to bring your own gear.

There is a table tennis table on the undercover area at the WEC Centre.

There is a single basketball hoop at the CMS Centre

There are permanent posts on the oval at the CMS Centre for volleyball net etc (which may only be used by groups who are booked at that particular Centre)

## Swimming

The local council owned Tamborine Mountain pool complex is open during the warmer months only (Sept –April). Their phone number is (07) 5545 2500

## Tables

A. We allocate 1 trestle table per 2 guests confirmed, so if you confirm 60 guests, we will provide 30 tables, all included in your costs.

If you require more tables, then we can provide extra tables at a hire cost of \$10 per table required and you must prebook them.

Dining tables are not included in your allocated number...we allow for this.

## Temperatures on Tamborine

### Q. How cold does it get on Tamborine Mountain?

A. During the Winter months of June, July and August it gets fairly cold (down to 6oC overnight and often below 20oC during the day) and cooler temperatures can be felt on months either side, particularly early morning and from late afternoon.

Bring a sweater, or jacket especially if you want to enjoy walking the local area. Even in the Summer, the temperature can turn cold the odd day or night.

See also under 'Heating'



## Water Supply

QCCC Tamborine is NOT on town supply and we depend on the rain and our 2 bores for our water supply. All of our water supply to our camps is purified through filters and ultra violet light. We do expect our guests to do the right thing and 'keep water consumption to a minimum'.