



Queensland Conference and Camping Centres- Mapleton BOOKING & HIRE CONDITIONS

CONDITIONS OF YOUR BOOKING

Further conditions of your booking, as well as conditions relating to your stay, are set out in the attached Bookings & Hire Conditions, Annexure (A) and/or (B).

BOOKINGS

- Application for booking may be made but must be supported within 14 days by returning a completed and signed Booking Contract with the appropriate initial deposit. If QCCC has not received your complete application within 14 days, the proposed booking may be cancelled and the dates offered to another interested party. Please inform QCCC Mapleton as soon as possible if the booking is not required.
- Your booking will not be effective until such time as QCCC has received your Booking Application Form along with your deposit, AND has confirmed the booking with you in writing.
- Please note that unless you have arranged for the exclusive use of our Centre, you may share a common Dining area with another group booking.

PAYMENT OF DEPOSITS

In some circumstances, QCCC Mapleton may arrange with you for your deposit to be paid in instalments. You are required to make instalments as agreed. You must contact QCCC Mapleton if you are unable to do so.

FINAL NUMBERS AND CANCELLATION POLICY

1. In the instance that no minimum charge has been quoted, and that group's actual attendance is less than the original booking, then the minimum charge shall be equivalent to the charge 85% of the original booking numbers.
2. If a booking is cancelled more than 120 days before the commencement of the camp the deposit(s) paid will be refunded upon our receipt of written cancellation of your booking, less a \$50.00 administration fee.
3. Bookings cancelled 120 days or less:
 - A. Should a booking be cancelled 120 day or less before your planned arrival date, a minimum charge of 85% of the quoted price for your original booking or 85% of your expected number of guests, per the Booking Contract - will apply: **HOWEVER -**
 - B. Should a substitute booking be secured, then the minimum charge to you will be reduced by the value of the substitute booking. Where this value equals or exceeds the quoted price for your booking, QCCC will refund the value of your paid deposit less a \$50.00 administration fee.
4. Final attendee numbers must be advised to QCCC Mapleton no later than 7 days prior to the commencement of the camp and you undertake to pay for that number given as the minimum cost of stay for your group. Extra numbers will be charged as per your booking arrangements.

PAYMENT OF ACCOUNTS

- Accounts are to be paid prior to departure unless other arrangements have been made with Centre Management.
- Payment may be made by Cash, Credit Card, (Bankcard, MasterCard and Visa), Internet Banking or Cheque made payable to "Queensland Conference and Camping Centres".

- Groups are asked to pay with one cheque only.

TERMINATION OF BOOKING

- QCCC reserves the right to terminate the booking should there be any serious breach of the booking and hire conditions. Should this situation arise, payment equal to the full amount of the booking must be made by the group prior to departure.

MEDICAL CONDITIONS

Any medical conditions must be reported to QCCC at least seven business days prior to arrival. It is the responsibility of each guest to bring any medication (including EpiPen) required to treat those medical conditions or allergies. While QCCC will use all reasonable endeavours to prevent or avoid circumstances which may trigger medical conditions including avoiding allergy causing foods, to the extent permitted by law, The Baptist Union of Queensland, trading as QCCC will not be liable for any loss, damage or compensation that may arise as a result of the participant suffering from any medical condition including liability for personal injuries or death.

Food Related

Diet / Allergy Information

The diets that we are able to cater for are: Dairy Free, Lactose Free, Gluten Free, Seafood Free, Ovo-Lacto Vegetarian, Egg Free (Whole egg only) & Nut Free*.

Should your diet/allergy exceed more than two of the above listed we will not be able to cater for this and you will be required to provide all meals and snacks to be pre-cooked or prepared in advance, housed in sealed containers and stored appropriately. In the case of offsite programs, please discuss an action plan with our program staff.

QCCC Mapleton will not cater for any other dietary or allergy requirements that may apply.

**Nut Allergy*: QCCC Mapleton emphasises that while we are able to take every reasonable effort to avoid the use of nuts or peanut derivatives in prepared food, it is impossible to guarantee that guests will not come into contact with nuts, nut derivatives, or nut residue during their stay.

Sesame and Soy allergy: please be aware that we are not able to cater for a sesame or soy allergy.

GROUP LEADERS

The group leader must ensure:

That guests under 18 years of age have appropriate parent/guardian consent to attend the camp.

The Centre is provided with a written list of guest names, and these are to be included in the format of the "Attendee Form" as supplied by Management. This is a Fire & Emergency Safety requirement. This "Attendee Form" must be completed and returned to QCCC Mapleton 7 days prior to your arrival at camp.

It is the responsibility of the group leader to inform all the group's day visiting members of the Centre's safety briefing and 'Booking & Hire Conditions'.

DISCLAIMER

The Owner/Operators, Managers and Staff of Queensland Conference and Camping Centres disclaim liability for any and all loss, damage, injury or illness, financial or otherwise, suffered by any person in the use of and hiring of the QCCC Mapleton Conference and Camping Centre and its facilities, and off-site activities and programs, except in the event that the loss or damage, illness or injury is caused by the negligence of the Owner/Operator, Manager or staff of Queensland Conference and Camping Centres.

**Annexure (A) On-Site (Residential Camps & Conferences)
Queensland Conference and Camping Centres- Mapleton
BOOKING & HIRE CONDITIONS**

IMPORTANT

This document forms an important part of your agreement to stay at a QCCC Centre. You should read and understand this document prior to signing and returning your Booking Application Form. If there is anything herein that you wish to discuss, please contact QCCC Mapleton.

The cost quoted on Application Form is inclusive of the following (unless otherwise stated on application):

- Full Catering *See front page of Application for meals.
- Your Accommodation for the duration of your stay.
- A Meeting Room for your group.

Our Charges do NOT include:

BEDDING - All guests must bring bottom sheets (*Health Regulation Requirement*) blankets/ doona, pillow and towel. Please note that even during the summer months, nights can be quite cool here on the mountain. Costs for additional instructed Activities...*e.g.. Abseiling, Indoor Climbing Wall etc..... Should you be interested in acquiring our Outdoor Education program fees please feel free to send your request to the above email address.

TARIFFS/ FEES

Tariffs include accommodation and use of facilities and activities as booked. The standard daily tariff for fully catered guests includes breakfast, morning tea, lunch, afternoon tea, dinner and supper. Residential Guests are expected to inform the Centre Management of all visitors. Day visitor charges apply.

Tariffs are subject to review but upon request will be confirmed no less than 120 days prior to commencement of your camp.

The minimum charge for a long weekend booking is calculated on three nights (Friday, Saturday and Sunday), regardless of whether the group arrives on Friday evening, Saturday or Sunday.

ARRIVAL/ DEPARTURE

1. Midweek group bookings normally commence with lunch on the first day and conclude after lunch on the last day unless other arrangements are made with Centre Management.
2. QCCC staff are to address all groups on arrival. It is the responsibility of the group leader to assemble the group at a mutually convenient time. If group arrangements do not permit this then it is the responsibility of the group leader to convey the safety briefing to group members according to QCCC guidelines.
3. Weekend group/ family bookings normally extend from Friday 7:00pm until Sunday 3:00pm or if a long weekend, Monday 3:00pm unless other arrangements are made with Centre Management.
4. On day of departure all groups are asked to clean and vacate accommodation areas (not the site) by 8.30am unless other arrangements are made with Centre Management. The above arrival and departure times are structured to allow for site cleaning and preparation and smooth change over of guests. Guests wishing to arrive earlier or depart later than normal must obtain approval of Centre Management in advance. Areas of the Centre are to be cleaned as directed by QCCC staff and inspected prior to departure. All equipment is to be returned and losses or breakages disclosed.

SHARING THE CENTRE

Groups can expect to share the Centre with another group or groups unless they have booked the Centre exclusively. A centre may be booked on an "Exclusive Use" or "Bottom Bunk

Only" basis, however minimum charges apply.

HIRE

It is the responsibility of each group to ensure that campers understand and follow QCCC rules and procedures. These are provided for the good order of the centre and safety of all guests.

Each group must have a competent adult leader in charge to liaise with QCCC staff. QCCC suggests a ratio of one leader to ten campers (1:10) as a minimum. (This is only a guideline however and useful ratios will vary from group to group) Please discuss this with QCCC Mapleton. The group leader is responsible for supervision of the group at all times. QCCC staff or their sub-contracted outdoor activity providers may instruct, lead, demonstrate or assist in an activity but the group leader is deemed to be responsible for overall group supervision and safety.

DAILY DUTIES

The Centre is to be maintained in a tidy condition by guests. Groups may be requested to provide duty groups to assist with such duties as setting and clearing of tables and some daily cleaning duties. These duties will be specified by QCCC staff. QCCC staff will clean amenities after the conclusion of a camp, however, groups must maintain them in a tidy state.

SLEEPING ACCOMMODATION

For the health and safety of the hire group the number of campers sleeping per room must not exceed the number of beds in each room unless otherwise approved by Centre Management. In accordance with Health Department regulation, **your** pillowslips, sheets or sleeping bags **MUST** be used. Mattresses and other items contained in Cabins must **NOT** be removed.

EMERGENCY PROCEDURES

Emergency procedure notices are posted throughout the centre and campers are required to make themselves familiar with the arrangements.

FIRE FIGHTING EQUIPMENT

Extinguishers and smoke detectors are vital and are located around the site. These should not be tampered with or removed.

FIRES

No fire or BBQ may be lit on the property without the consent of QCCC staff. Fire restriction notices and Total Fire Ban Days must be strictly observed.

LIGHTING

Please ensure all lights are turned off when your rooms are not being used.

PROPERTY

Damage and Loss-All breakage's and losses to centre property or equipment are to be reported to the camp-site management. They will be invoiced to the group. QCCC takes no responsibility for the loss or damage to personal property. Guests are only permitted to access the buildings to which they have been allocated.

PARKING

All vehicle parking is strictly at the owner's risk and only in areas as directed or sign posted. Parking is restricted to

sealed or grassed parking areas where indicated, unless by prior arrangement.

SPEED RESTRICTIONS - MOTOR VEHICLES

Speed restrictions apply and are strictly enforced.

THE ENVIRONMENT

No guest is permitted to bring firearms, animals or pets onto the property or to disturb the natural environment.

Care and common-sense should be taken when approaching camp-site animals.

Garbage and recyclable material are to be placed in designated areas.

Camp-fires are not to be lit without expressed permission from camp management as fire bans may apply.

Guide dogs, where required by guests, will be allowed. Please advise QCCC Mapleton at our earliest opportunity if this applies.

ALCOHOL/ DRUG/ SMOKE FREE ENVIRONMENT

All buildings on the site are designated smoke free. No alcohol or non-prescribed drugs are to be brought on site.

OUT OF BOUNDS AREAS

Workshops, Residences, Surrounding property, Specialised activity areas (unless in use by group with correct supervision and instruction) Electrical switchboard room/ chemical rooms, Store rooms, Pool sheds and areas marked "Staff only" are "Out of Bounds" areas. Other areas, including work sites are "Out of Bounds" as directed by QCCC staff.

TELEPHONE

All groups should ensure that they bring a mobile phone for incoming calls to Group Members as this facility is not available through the centre.

EMERGENCY CALLS

QCCC staff are to be informed of any calls to emergency services so as to make the Centre telephone available for groups to contact emergency services if required.

QCCC Motor Vehicles

QCCC Motor Vehicles are not available for transport in emergency accident and illness situations.

FIRST AID

First Aid is the responsibility of campers. Campers must provide their own first aid equipment and trained staff.

SWIMMING POOLS & WATERSLIDES

It is a requirement that the group leader arrange for suitably qualified adults to supervise swimming for guests under 18 years of age. No bomb diving or running. No Glass or food is to be taken into the pool areas.

Prior to using water slides, the Group Leader must request at reception for an induction on water slides supervision and procedures. The Group Leader must then arrange correct supervision of water slides accordingly.

ON-SITE VENDING MACHINE

Please provide correct change.

BEHAVIOUR AND NOISE

Group leaders are asked to remind guests to respect each other, personal property and the environment. All noise should cease between 10:00 pm and 7:00 am. Food and drink may only be consumed in the dining room and outdoor areas as

directed by QCCC Mapleton staff. Due to Health and Safety requirements we are unable to allow any takeaway or prepared foods to be brought/ consumed on site unless prior arrangement is made.

Guests are not to enter rooms or buildings that are not allocated to them at any time. Excepting within family groups males and females are to maintain separate rooms and bathrooms.

We require all guests to be absolutely respectful of the privacy, dignity, and well-being of other guests at all times. Profane language, immodest attire and disrespectful conduct are not acceptable within the centre at any time.

SUN SMART

Programs that operate outdoors should consider how they will protect children from the effects of the sun. It is recommended that these programs ensure children cover exposed skin, wear a hat and sunscreen and do not remain in direct sunlight for prolonged periods on warm or hot days.

SPECIALISED ACTIVITIES WHERE THE USER GROUP PROVIDES SUPERVISION

Not all centres have staff available to conduct activities. When enquiring about activities each centre will advise you if staff are available to conduct any activities. QCCC staff provide user groups with safety and instruction notes for each specialised activity, if required. Or in the assessment of QCCC staff regarding the competence of the user group leaders, QCCC staff will demonstrate the activity to the group leader and in some cases assist in the initial instruction and demonstration of the activity.

SPECIALISED ACTIVITIES

The following activities are considered specialised activities: (Please note that the following list of activities is under constant review and is subject to change from time to time without notice).

With certified instructors: Archery, Abseiling, Low Ropes Course, High Ropes Course, Flying Fox, Leap of Faith, Giant Swing, Glider Possum, Bush Skills, Environmental Activities, Canoeing, Orienteering, Indoor Climbing Wall, Raft Building, Curriculum based activities, Team Initiatives and problem solving activities.

Without Certified Instructors: Swimming Pools with Water Slides, Canoes, Beach Volley Ball, Tennis, Outdoor Oval games, Suspension Bridge & Bushwalk.

SCHOOL CHAPLAINS

School groups please note that chaplains accompanying school camps stay free at our facilities for the duration of the school camp. When confirming final numbers please advise if one or more chaplains will be attending the camp and they will not be invoiced to the school.

IN SUMMARY

QCCC staff are available to demonstrate and assist in the supervision of activities if arrangements are made prior to the group's arrival at the Centre. However, the group leader is responsible for camper safety, supervision and behaviour at all times. When QCCC staff including sub-contracted activity providers, demonstrate, lead or instruct an activity they will take responsibility to the best of their ability for the technical skills and related safety of campers. Group leaders are responsible for the safety, supervision and behaviour of campers at the activity, to and from the activity, and for those guests awaiting their turn.

**Annexure (B) Off-Site (Journey Based and Tenting)
Queensland Conference and Camping Centres
BOOKING & HIRE CONDITIONS**

IMPORTANT

This document forms an important part of your agreement to stay at a QCCC Centre. You should read and understand this document prior to signing and returning your Booking Application Form. If there is anything herein that you wish to discuss, please contact QCCC Mapleton.

BEHAVIOUR AND NOISE

Group leaders are asked to remind participants to respect each other, personal property and the environment. Due to Health and Safety requirements we are unable to allow any takeaway or prepared foods to be brought/ consumed unless prior arrangement is made. Excepting within family groups males and females are to maintain separate bedding arrangements. We require all participants to be absolutely respectful of the privacy, dignity, and well-being of other participants at all times. Profane language, immodest attire and disrespectful conduct are not acceptable at any time.

SUN SMART

Programs that operate outdoors should consider how they will protect children from the effects of the sun. It is recommended that these programs ensure children cover exposed skin, wear a hat and sunscreen and do not remain in direct sunlight for prolonged periods on warm or hot days.

CANCELLATION

The Centre reserves the right to cancel a program, whether or not the program has commenced, if the safety of the participants is a concern, for example, extreme weather events, bushfire or land access closures.

TRANSPORT

I understand that transport may be provided by bus, 4wd or cars provided by or owned by the Centre and driven by appropriately licensed Centre employees or contractors.

ADVENTURE ACTIVITIES

Learning experiences are selected and sequenced to assist participants to achieve your stated outcomes.

Participants may be involved in any, but not limited to, the following adventure activities, and they may occur in remote areas that are more than 2 hours from medical attention:

- group problem solving activities
- environmental activities
- canoeing, flatwater and up to grade 2 whitewater
- kayaking, flatwater and up to grade 2 whitewater
- sea kayaking
- high and low ropes
- rock climbing
- abseiling
- navigation and orienteering
- bushwalking
- overnight camping
- camp cooking
- mountain bike riding
- raft building

MEDICAL AND PARENTAL CONSENT FORMS

A Participant Medical and Parental Consent Form must be completed in detail and submitted for all participants including teachers and other leaders who attend the activities and/or program. The contents are treated confidentially. These are not used to exclude participation. This information may be crucial in times of medical emergency.

All attendees with asthma, allergic reactions or other serious conditions are required to complete and submit a Medical Management Form. This form will provide information required to provide care in the event of a medical incident.

CONSENT AND WAIVER

We, the customer, further acknowledge and agree that the following conditions apply:

1. We acknowledge and understand that we have read the pre-trip information sheet, and personal equipment list for the participants safe participation.
2. We acknowledge and understand that if the participant does not have the necessary equipment as listed to complete the activity, the participant may be prevented from participating.
3. We acknowledge that it is a condition of participating in the activity to accurately complete the participant medical history and return the fully completed and signed form.
4. We acknowledge that there may be a high element of risk involved in undertaking activities. We hereby release and hold harmless The Baptist Union of Queensland, Queensland Conference and Camping Centres and/or their staff and/or contractors for liability for any loss, damage or compensation that may arise as a result of taking part in the activities including liability for personal injuries or death.
5. We acknowledge that it is the participant's responsibility to take the time to learn safety techniques and the proper use and limitations of each piece of equipment in accordance with the instructions provided by the instructors and follow those instructions at all times.
6. We agree that if the participant suffers injury or illness that The Baptist Union of Queensland, Queensland Conference and Camping Centres and/or their staff and/or contractors can arrange medical treatment and emergency evacuation services as they deem necessary. We agree to pay all medical, emergency transport and related expenses incurred by them.
7. We agree that if The Baptist Union of Queensland, Queensland Conference and Camping Centres and/or their staff and/or contractors decide, in their sole discretion, determine that the participant's behaviour is unsafe or unacceptable, he/she will be transported to home/school at the expense of us.
8. We understand that any photographs or video taken might be used for promotional purpose.