

FEATHERTOP CHALET GENERAL CONDITIONS FOR HIRE 2019

It is the responsibility of each group to ensure that all group members understand and follow Feathertop Chalet rules and procedures.

GROUP COORDINATOR: for the purposes of communication and responsibility we require an identified person as the coordinator of bookings for the purposes of invoicing, planning, dietary advice, security and for all operational and legal purposes. All losses and damage, including room and facility keys, will be attributed to the coordinators account. The coordinator must ensure that campers under 18 years of age have appropriate parent/guardian consent to attend the camp.

CHECK-IN IS AT 2.00 PM AND CHECK OUT IS AT 10.00 AM UNLESS OTHERWISE ARRANGED.

SAFEGUARDING CHILDREN: Feathertop Chalet is committed to the safety and wellbeing of all children and young people accessing our facilities. We are committed to reducing the risks of abuse or harm to children and young people. We support the rights of the child and will strive to deliver a child safe environment always.

PAYMENT CONDITIONS: Your non-refundable deposit is required to confirm this booking. All final payments must be settled upon arrival (Monday – Friday 9am to 5pm) or in advance of stay if arriving outside of normal office hours. Other payment options such as invoicing may be approved with prior discussion with Feathertop Chalet staff.

PRICES: Prices are GST inclusive. The cost per person is as per the Feathertop Chalet Services Guide or as quoted on your booking agreement. A non-refundable deposit of \$1000 per lodge or \$100 per room is required to secure any reservation. Bookings will only be secured by deposit. Unsecured enquiry will not receive preference if room demand exceeds supply.

BOOKING CONFIRMATION: A signed copy of the 'booking form and hire agreement' must be returned to Feathertop Chalet to confirm your booking. Your booking will then be secured once a deposit is received. Feathertop Chalet requires final numbers for meals and accommodation 21 days prior to your arrival. These numbers may be used as the minimum for invoicing purposes. If not provided then the numbers on your booking form will be used as the minimum.

RATE INCLUSIONS: Rates indicated on the Booking Agreement are for accommodation in lodges allocated and where applicable catering only. Packages are as per the Feathertop Chalet Services Guide.

MINIMUM NUMBERS: Feathertop Chalet reserves the right to alter the tariff charged as per tariff statements detailed in the Services Guide if minimum numbers fall below 30 participants.

SURCHARGES:

A **one-night** stay will attract a surcharge of \$15 per person.

Catering on weekends and public holidays will attract an additional charge. This will be negotiated on a case by case basis and will be dependent upon numbers and requirements.

CANCELATIONS: Deposits are not refunded in the event of a client cancellation. The Client must give at least five (5) months' notice **IN WRITING** of cancellation. Cancellation within 5 (five) months of the commencement of the agreed dates will incur a cancellation fee equal to 80% of the fee for the anticipated number, stated in the Booking Form & Hire Agreement (unless due to a government suspension of camps & excursions, where the booking is rescheduled to the earliest agreed time-slot).

CATERING: Breakfast, morning tea, lunch, afternoon tea and dinner in the dining room can be available for groups of 30 or more adults. Groups of less than 40 adults can be catered to in lodges. Catering may be available over public holiday periods by negotiation. Surcharges will apply over weekends and public holidays. Rates for catering are as per the Feathertop Chalet Services Guide. Final numbers and any dietary requirements must be provided at least 21 days prior to your arrival.

Self-Catering Feathertop Chalet offer kitchenette and BBQ facilities for self-catering at a par stock level catering to 40 persons within lodge. Stock levels will be assessed prior to guest arrival and following guest departure. Undue damage or loss to stock will be invoiced to your group coordinator or primary contacts' account. A list of par stock items is available in the lodge. A **self-catering** surcharge may apply depending on extra equipment and service requirements.

ROOM ALLOCATION AND DIETARY FORMS: The Room Allocation and dietary requirements form must be provided to Feathertop Chalet no later than 21 days prior to arrival. All guests must be listed on these forms. Feathertop Chalet can not guarantee the ability to cater for dietary or accommodation requirements if this form is not received.

Please ensure that room use in any lodge is optimised. This assists us in maintain our high quality, low cost accommodation. In the event that a completed room allocation form is not received, Feathertop Chalet will allocate beds and rooms for your stay.

LINEN PROVISIONS: Feathertop Chalet provides linen for staff of school and community groups and as part of our Whole Lodge or Shared use of a lodge Private Group packages. All other guests are required to bring their own pillows, sleeping bags, towels and toiletries unless otherwise negotiated. Failure to provide these may incur additional costs.

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Continued:



EMERGENCY PROCEDURES:

- (i) Emergency procedure notices are posted throughout the Chalet and groups should make themselves familiar with the arrangements.
- (ii) **Fire Fighting Equipment:** Extinguishers, fire hoses and smoke detectors are vital and are located around the site. These should not be tampered with or removed.
- (iii) **Fires:** Fires may not be lit on the property without consent of Feathertop Chalet staff. Fire restriction notices and Total Fire Ban Days must be strictly observed.

INCIDENTS, ILLNESS AND INJURY: The group coordinator is responsible for maintaining an illness and injury register for their group. Illnesses or injuries registered during the groups stay should be reported ASAP and a copy of the register is to be forwarded to management@feathertopchalet.org.au. A Feathertop Chalet 'Emergency Accident Incident Report' is to be completed with management for any incidents or 'near misses' which occur during the groups stay regardless of whether an injury occurs.

PROGRAMS AND ACTIVITIES: Programs and activities are available with approval and organisation prior to arrival at Feathertop Chalet. Specialised activities include High Ropes, mountain biking, kayaking, archery, raft building, initiatives, river tubing, low ropes courses and bushwalking. Feathertop Chalet provides trained staff for these activities. Other activities include swimming, tennis, soccer, mini golf and indoor hockey/soccer. Offsite activities such as Gold Panning and Gold Rush Tours and Trout Fishing can be arranged. It is the responsibility of the group hirer to provide adequately trained, experienced and skilled leaders for any activities undertaken by the group. Feathertop Chalet reserves the right to assume control of delivery, withdraw equipment or access to activities should the group not provide suitably trained, qualified or experienced activity leaders; be found abusing equipment; or if a representative of Feathertop Chalet, in their expert opinion, feel concerned or uncomfortable for the safety of any guest or neighboring persons. Appropriate charges will then be applied to the group visit. When Feathertop Chalet staff have the agreed responsibility to lead or instruct an activity they will take responsibility for the technical skills and related safety of the group. Group leaders are responsible for the supervision and behavior of group at all activities, to and from the activity, and for those campers awaiting First Aid.

FIRST AID: Feathertop Chalet maintain comprehensive first aid resources including a defibrillator and a snake bite kit. It however remains the responsibility of the group to provide first aid and first aid equipment for their group members.

BEHAVIOUR: Care and commonsense should be taken in all buildings. Group coordinators are asked to remind all guests to respect each other, others personal property and the environment. All noise should cease by 11pm.

PROPERTY:

- (i) **Damage and Loss:** All breakages and losses to Feathertop Chalet are to be reported to Feathertop Chalet staff. These may be invoiced to the group following discussion. Groups are only permitted to access the buildings which they have been allocated and identified on the Hire Agreement.
- (ii) **Parking:** All vehicle parking is strictly at the owner's risk and only in designated car parks. Grassed and undercover areas are designated no parking zones.
- (iii) **Speed Restrictions:** Speed restrictions apply.
- (iv) **The environment:** Feathertop Chalet takes pride in its surroundings. Please avoid disturbing the natural surroundings. Garbage and recyclable materials are to be placed in the appropriate bins. If the group is in need of further rubbish bags, please ask staff.
- (v) **Smoke Free Environment:** All buildings at Feathertop Chalet are smoke free zones.

LIABILITY: Feathertop Chalet provides access to a range of challenging and educational programs and activities. The group organiser accepts that the activities selected from the Feathertop Chalet activities program, as detailed in the Feathertop Chalet Activities Guide, have certain risks involved and agrees that the school or group has ascertained these risks when booking the program. As far as the law allows, the school or group indemnifies Feathertop Chalet its board, staff, agents and landlords against any loss which a group member, student, staff member, agent of the school body or volunteer may sustain as a result of participation in the activities chosen. The group organiser also acknowledges on behalf of the school or group, that all participants are in good health with no pre-existing conditions that might increase personal or group risk during participation in chosen activities. With prior arrangement, Feathertop Chalet is happy to arrange alternative activities or educational programs for any person who is unable to participate in any chosen activity program. Please note that Feathertop Chalet requires that schools or groups follow the The Safety Guidelines for Education Outdoors or operate under similar guidelines. The guidelines are available at www.education.vic.gov.au.

NOTE: Guests are requested not to bring wood, sticks, tarpaulin cover sheets or other materials onto the Chalet grounds or to construct temporary external structures for any purpose without approval at the time of booking. The costs of cleaning grounds areas or removing materials following unauthorized guest activities will be charged to the group coordinator.

Feathertop Chalet reserves the right to terminate the occupancy without notice for any breach of the General Conditions for Hire. We appreciate your support for where action is deemed necessary to ensure the proper conduct of the camp.

