



## CONDITIONS OF HIRE

### BOOKINGS

A tentative booking will only be confirmed by receipt of the signed booking form and full payment of the required deposit by the date indicated on the signed booking form.

### FINAL NUMBERS AND CANCELLATION POLICY

- 1) Groups are requested to indicate as accurately as possible the number of persons to be attending Urban Camp and any alterations to the details need to be advised by email to Urban Camp as soon as known.
- 2) Groups are required to confirm the final group numbers and dietary requirements no less than 2 weeks prior to the booking date or full payment of the highest estimated numbers is required.
- 3) If a group's final numbers are less than the total expected number (item 7 on this application form) Urban Camp's minimum requirement is payment of an amount of 75% of the initial total expected number.
- 4) If a booking is cancelled up to 90 days before the occupancy date, the deposit will be returned less a 10% administration fee if the site is re-booked. If the site is not re-booked the whole of the deposit is forfeited.
- 5) If a booking is cancelled less than 90 days prior to the occupancy date, that group will be required to pay a minimum amount of 75% of the total expected number.
- 6) Should a booking be secured by Urban Camp in substitution then the minimum amount due will be reduced by the value of the substitution.
- 7) If a guest is unable to attend camp due to an illness or injury the group must provide Urban Camp with a valid medical certificate to request a refund for that guest.

### WEEKEND BOOKINGS

Weekend groups with numbers under 30 people will be deemed as code entry groups and will be required to visit Urban Camp prior to your stay to be inducted through the code entry processes.

### DISCIPLINE

The group's on-site organiser will be responsible for the behavior of the group. Urban Camp management reserves the right to ask any person who does not abide by the rules of Urban Camp to leave the property. Any conduct inconsistent with Urban Camp's beliefs and purposes will be deemed unacceptable behavior.

### CONDITIONS OF HIRE / RULES

- 1) **Organiser:** At the time of arrival the organiser is asked to meet with staff of Urban Camp. A copy of the program, room allocations and updates of numbers must be provided at this time. Management requires a short meeting with the group leader/group for a brief welcome and to run through the general rules. It is the responsibility of the organiser to pass this onto the rest of the group.
- 2) **Final Numbers:** Must be notified to Urban Camp at least two weeks prior to your booking. This number will be the minimum upon which charges will be levied.
- 3) **Meals:** Menus are set by the Urban Camp Catering Manager. Special requests (for example medical or cultural diets, picnics or BBQ's) may be arranged with management no less than two weeks prior to your booking.
- 4) **Duty Groups:** To keep charges down groups are asked to perform some orderly duties for meals. A group of 5 to 10 people should report to the kitchen approximately 15 minutes before meal times to help set the tables. As Urban Camp staff do the washing up it is required that everything on the tables is returned to the kitchen at the end of a meal and that tables be wiped over. It is preferable for this to be done by the duty group. Duty groups must be provided to assist in the clearing of tables and the general tidying of the dining room after the meals.
- 5) **Special Dietary Requirements:** The Group Leader must designate a person to be responsible for the delivery and supervision of all meals for guests/students who have dietary requirements. The Group Leader will be required to notify Urban Camp staff of the name of the responsible person during the Welcome/Check In process. This person is responsible to ensure all dietary procedures are followed and meals have been checked prior to service.

- 6) **Cleaning:** It is expected that the group will endeavor to keep the site in a clean and tidy state. At the conclusion of your visit it is expected that rooms will be left tidy, with a mattress, pillow and blanket (neatly folded) on each bed. Chairs are to be stacked around the walls in the dining and meeting areas. An additional fee may be charged if the site is left in an unsuitable state.
- 7) **Accounts:** Are to be paid within 7 days of your departure date. Cheques made payable to Urban Camp Melbourne Co-op or direct transfer as outlined in the booking agreement. Bookings made more than 12 months in advance will be required to pay any price increases should they occur.
- 8) **Equipment:** All facilities are provided for your use on the understanding that they will be used with due care.
- 9) **Alcohol/Drugs:** Under no circumstances is any alcohol or any non-prescribed drug to be brought onto the property without prior consent from Urban Camp management.
- 10) **Smoking:** Smoking is not permitted on the property of Urban Camp.
- 11) **Noise:** Consideration of noise levels at all times is requested, all noise should cease by 10.30pm
- 12) **Dormitories:** Are to be used for sleeping, resting and study only. No one is to enter the sleeping quarters of another group or the opposite gender except in the case of family accommodation.
- 13) **Beds & Bedding:** Mattresses, blankets and pillows are not to be removed from the bedrooms. Guests are required to bring their own pillowslip, linen or sleeping bag, towels and toiletries. It is the responsibility of each group to ensure that linen is used. If it is not additional charges may be levied to cover the laundry of pillows and/or mattresses and blankets.
- 14) **Lighting/Heating/Cooling:** Please ensure that all lights, heaters and coolers are turned off when not required.
- 15) **BBQ's:** No BBQ's may be lit without the permission of Urban Camp Management and then only in designated areas.
- 16) **Fire Fighting Equipment:** Extinguishers, fire hoses, sprinkler systems and smoke detectors are vital and are located around the site. They should not be tampered with or removed unless required. There is a minimum charge of \$250 for damage to equipment. If emergency services are called due to inappropriate behavior the group will be required to pay the call out fees.
- 17) **Flora & Fauna:** Must not be disturbed so the natural beauty of the property and surroundings can be preserved.
- 18) **Water:** Is a precious resource, please use it carefully.
- 19) **Pets:** Are not permitted on the property.
- 20) **Breakages & Damage:** Must be reported immediately to Urban Camp Management and all such breakages or damage must be paid for in the finalisation of the account.
- 21) **First Aid:** It is the responsibility of the group leader to ensure that adequate First Aid expertise and equipment are provided for the group. Any such incidents must be recorded in the illness and injury register and is the responsibility of the group leader to make themselves familiar with this documentation.
- 22) **Emergency Procedures:** Emergency procedures are posted throughout Urban Camp and guests are responsible for making themselves familiar with these arrangements.
- 23) **Adult Supervision:** Children must be under the supervision of a responsible adult at all times and that it is the organisers responsibility to ensure all relevant persons attending have a current Working With Children's Check.
- 24) **Membership:** It is expected that all groups that come to Urban Camp are shareholders and the shareholder application form and payment of shares has been made prior to attending Urban Camp.

#### **DISCLAIMER**

The Management of Urban Camp, Employees or the Directors shall not be in any way liable, or directly or indirectly held responsible for any injuries, loss or any other damages whether to a person or property, unless resulting in criminal or negligent behavior from Urban Camp staff. I understand as group leader I shall be responsible to ensure that that all persons in the group, their guests and visitors have been made aware of the rules and regulations outlined by Urban Camp Staff. Urban Camp holds all necessary insurance for public risk and injury as per industry and accreditation requirements, user groups are advised to hold their own insurance or seek appropriate advice.