



**Collaroy
Centre**

THE SALVATION ARMY COLLAROY
YOUTH AND COMMUNITY CENTRE
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The Collaroy Centre Conditions of Hire

THE SALVATION ARMY COMMITMENT TO CHILD SAFETY

THE SALVATION ARMY is a Child Safe Organisation that puts the interests of children and young people first and warrants the application of the National Principles for Child Safe Organisations as endorsed by the members of the Council of Australian Governments, including the Prime Minister and state and territory First Ministers.

TSA Australia is committed to providing an environment that is safe for children and young people where they are valued, supported, and empowered to actively participate in decisions that affect their lives.

TSA has a zero-tolerance approach to all forms of abuse, neglect, harm, or risk of harm to children and young people. [excerpt from Child Safety & Wellbeing Policy]

(Refer to the Safeguarding Addendum for Child Related Activities if children under the age of 18 are attending TCC.)

BOOKING AND EVENTS INFORMATION

BOOKINGS

A booking for the Centre is *considered confirmed* when all signed documentation (including the details of the applicant and the dates and numbers of their proposed booking) has been received from the booking applicant on behalf of all persons proposing to attend at the Centre as part of the booking (the "Group") and the Group's deposit (\$500 per day of stay) has been received and cleared into our bank. Deposits are not refundable or transferable in any circumstance.

FINAL NUMBERS POLICY

The **confirmed number** is the number confirmed in the booking documentation and recorded four (4) months prior to date of occupancy or the Original Booking Date, (being the first confirmed booking by the Group), whichever is sooner. Group numbers may be changed up to this time without penalty. If, between four months and two weeks prior to occupancy or after the Original Booking Date (whichever is sooner), the final number is reduced to under 85% of the **confirmed number**, 85% of the **confirmed number** must be paid.

VARIATION OF BOOKING

The Centre may extend or vary a booking date once only at its sole discretion, if the Group requests this at least 4 months prior to occupancy, and the new booking date is within 12 months of the Original Booking Date. The Final Numbers Policy will be applied to this change.

CANCELLATION POLICY

Cancellations less than 4 months prior to the occupancy date or after the Original Booking Date (whichever occurs sooner), will attract payment for 85% of the **confirmed number** booked.

INFANTS

No charges apply to infants under the age of 3 years and therefore they are not included in final numbers in terms of the cancellation policy above.

WEEKEND BOOKINGS - TWO NIGHT MINIMUM STAY

A two-day weekend commences at 7.00 pm on Friday, and concludes by 3.00 pm on Sunday. All persons who are part of the Group must have vacated the Centre by the departure Time. Extra meals at an additional cost can be arranged on request for groups/guests wishing to arrive earlier and/or leave later. The earliest arrival time on Friday night is 5.00 pm. Friday supper is the first meal included in your package and the last meal is Sunday lunch.

CONDITIONS OF HIRE

CONFIRMATION

Confirmation of final numbers is to be received in writing **14 working** days prior to the scheduled arrival.

PAYMENTS

A final invoice will be issued once your final numbers have been confirmed (14 working days) prior to the scheduled occupancy. Final payment is required prior to arrival.

The invoice will not be reduced once final numbers have been confirmed. (14 working days prior to scheduled occupancy).

No refunds or credit can be attained for non-attendance or early departure.

If full payment has not been made prior to arrival, Your Group's access to the Centre including dining, conferencing or accommodation will not be permitted.

NB Final Numbers and Cancellation Policy – pg 1 of this document.

RATES

Each Group will be offered a meeting room proportionate to the number of persons booked. Additional breakout rooms will be allocated in accordance with the needs of all using the facility closer to the occupancy date.

Rates are GST free under Section 38-250 of A New Tax System (Goods and Services Tax) Act 1999.

Rates include:

- all meals
- morning/afternoon tea and supper
- allocated meeting rooms/spaces as arranged during finalisation of booking 2-4 weeks prior to arrival

Rates are subject to review and may only be confirmed 4 months prior to occupancy. Hotels and Deluxe Rooms are booked on a twin share basis and Cabins on a 6 or 8 person per room basis depending on the cabin. Allocation of Cabin Rooms is determined by the numbers booked and confirmed. Guests may only access rooms/meeting spaces allocated to their Group.

Whole of Site Booking

Total capacity of Centre is 440 beds. If your group wishes to book the site exclusively, then your booking will be based upon a minimum of 85% occupancy. Therefore, the minimum payment would be for 374 guests.

Day Registration Fee

For those not sleeping over, there is a day registration fee, which includes morning/afternoon teas and lunch.

UNACCEPTABLE BEHAVIOUR

The Centre management reserves the right to ask any person who does not adhere to the policies of the Centre to leave the property. Any conduct inconsistent with TSA values or policies will be deemed unacceptable behaviour, which includes but is not limited to:

- excessive noise
- unsafe activities and/or practices
- breaches of statutory and/or legislative requirements
- the consumption or bringing onto site of alcohol or illicit drugs
- any form of gambling

ORIENTATION/SAFETY BRIEFING

It is mandatory for all Group members to have viewed the orientation/safety video which is available via a link provided to Group leaders prior to arrival. For groups who have not viewed the video prior to arrival it must be included as the first agenda item in their program.

ACCOMMODATION

Check In/Check Out Times

Monday to Thursday accommodation may be accessed after 2.00 pm.

Friday Check In is from 5.00 pm.

Sunday Check In is from 4.00 pm.

Check-out time is 10.00 am when all accommodation must be vacated.

Beds and Bedding

If using cabin accommodation, you are required to bring your own linen. Mattresses must be covered with sheets (even when using a sleeping bag) prior to use. Pillows must be covered with a pillow slip. The non-use of bed linen will attract a laundering charge. Pillow slips and sheets are available for hire for a modest fee. Booking in advance is required for groups. Individual guest requirements, please check with reception for this service.

Mattresses, pillows, blankets and bed coverings/linen are not to be removed from any beds within the facility

Cabins

Guests/visitors may not enter or be entertained in cabins.

Air Conditioning/Lights/Television

Please turn off air conditioner, lights and TV when vacating your accommodation/meeting room

Servicing of Rooms

In the Hotel and Deluxe rooms, (with exception of weekends unless otherwise arranged by group leader) there is a daily general clean of bathroom, restock of amenities and collection of rubbish. The towels in these rooms are replaced every 2nd day only.

On week days only cabin toilets and bathrooms are checked and rubbish is collected daily.

For a small fee additional linen and towels are available from reception upon request.

PROPERTY DAMAGE and/or LOSS

Groups will be charged and invoiced for any breakages/losses or costs incurred to the Centre's property or equipment arising from the conduct of that group. The Centre takes no responsibility for any loss or damage to the personal property of any Group members.

CATERING

Menus

The standard rate includes standard catering.

For an additional charge a Fine Dining Menu can be arranged. Please confirm this with your Reservations Coordinator.

Packed Lunches for offsite activities or a quick departure can be arranged during the booking process.

Clearing of Dining Room

For camp groups, assistance in clearing of dining tables and general tidying of the dining room after the meal is requested.

Medical Diet/Food Allergy/Cultural/Religious Dietary Requirements

Requests for the above required diets must be submitted at least fourteen (14) days prior to check-in and confirmed on arrival. In cases where the Centre has not been informed of these diets, there will be an additional cost of \$10 per day per person who require this special service.

At check in please ensure:

- Centre staff are fully informed regarding medical diets, food allergies, cultural/religious dietary requirements for anyone within your Group
- A Centre staff member confirms details and arrangements regarding medical diets, food allergy and cultural/religious dietary requirement procedures for people within your Group
- An anaphylaxis plan is in place for relevant members of your Group
- If the Centre is not informed regarding special diets and food allergies, you indemnify the Centre from all losses, costs and claims arising out of or in relation to this.
- It is the responsibility of the school's/organisation's Group Leaders to ensure that the guest in need of a special diet is identified to us (The Collaroy Centre) at each meal.
- It is the school's/organisation's responsibility to ensure that no unauthorised food is eaten by the guest.
- It is the school's/organisation's responsibility to ensure that the Group Leader is present at all meal times.

Food/Beverages

Only with the written prior permission from the Centre management may food or beverages be brought in from an external source.

Alcohol/Drugs

Please note the Centre is an alcohol and non-prescription drug free site. Bringing such substances on site will be regarded as unacceptable behaviour and may result in expulsion from the Centre.

CLEANING

It is expected that all grounds, rooms and meeting spaces will be left neat and tidy and all furniture is to be returned to its point of origin. In instances where accommodation and/or meeting rooms are not left in a neat and tidy condition additional charges to cover cleaning costs will apply.

LAUNDRY

If required, please check with reception on how to access and use the Centre coin operated laundry facilities

FIRST AID

All groups must provide their own first aid kit and nominate from their Group a first aid responder.

MOVIE, MUSIC and VIDEO/CLIP LICENSING

Legislation requires that for any such activities planned for your Group at the Centre, you will need to produce a current copy of a CCLI, CVL or other appropriate license.



SMOKING

Please note that the Centre has only one designated smoking area, (please refer to site map), otherwise the whole Centre is a smoke free site.

FIRES

The lighting of fires on site (even in a controlled environment), without the permission of Centre management and the local Fire Authority is strictly prohibited. If this is not adhered to, you indemnify the Centre in relation to all costs, claims and losses incurred arising out of or in relation to a breach of this.

NOISE

In consideration of neighbours, a noise curfew is in place between 10.30 pm and 7.00 am. No excessive noise may be made during these times.

SECURITY

To enhance security and ensure a safe environment for all guests, particularly vulnerable individuals such as children, The Collaroy Centre, The Salvation Army, employs a private security guard to patrol the premises between 11:30 pm and 5:30 am.

In this context, basic group information—such as the group's name and size, the group leader's name and contact number, accommodation details, and the average age of the group—may be shared with the security guard. This information will be used solely for identification and emergency response purposes.

FLORA/FAUNA

Environmental and conservation laws must be adhered to and flora and fauna are not to be disturbed.

PETS

With the exception of assistance dogs, no pets are permitted on site. All waste from assistance dogs, must be managed and removed by the Group.

PIANOS

Requests for the use of pianos should be made known at the time of booking.

DISCLAIMER

The applicant acknowledges that The Salvation Army and the management and personnel of the Centre will not be responsible for:

- any loss or damage suffered by any member of the Group, including to any property brought onto the site, or to property owned by any person associated with the Group, or any person or body corporate associated with such person; or
- any damages or claims arising from any accident or incident that occurs on site that causes injury, illness or death.

ACKNOWLEDGEMENTS

1. I hereby apply to hire facilities at The Collaroy Centre of The Salvation Army for the stated purpose of the Group I represent.
2. As leader/representative of the Group, I accept responsibility to ensure and guarantee that:
 - all charges are paid for the use of the facilities in accordance with the Conditions of Hire at the rates applicable at the time of occupancy
 - payment is made for any loss or damage caused by the Group
 - It is understood by the Group that Centre management has the right to cancel the hire of the facilities at any time should any use or proposed use of the facilities by the Group be inconsistent with TSA's values and policies, and/or any of these Conditions of Hire. The values and policies can be found at: www.collaroycentre.org.au/about
 - all persons in the Group and their guests are aware that TSA and staff of the Centre accept no liability or responsibility for any loss or damage to property belonging to Group members, or, injury of or to any person within the Group

On behalf of:

Organisation Name(Please Print)

I have read and accept the above Conditions of Hire

Authorised Person's Name
(Please Print)

Position within Organisation

Signature

Date

Witness Name
(Please Print)

Position within Organisation

Signature

Date

Definitions – The following are the defined terms for these Conditions of Hire:

"Centre" means the Collaroy Centre.

"TSA" means The Salvation Army