

# PCYC BORNHOFFEN

## Booking terms & conditions

### GENERAL

- I have read and understood the contents of the PCYC Bornhoffen Information Package - available to download from [www.bornhoffen.pcy.org.au](http://www.bornhoffen.pcy.org.au)
- Group leaders are responsible for managing the behaviour of all young people and adults within their group.
- PCYC Bornhoffen is PRIVATE PROPERTY. PCYC Bornhoffen reserves the right to exclude any individual or group from the Bornhoffen property or service if unacceptable behaviour occurs. No refund will be provided.
- PCYC Bornhoffen cannot take responsibility for any personal items, foodstuffs or equipment during your stay or left at the venue on departure.
- Please immediately report any damages or breakages to PCYC Bornhoffen staff. Any damages, breakages or losses of equipment/property will be invoiced to your group.
- Please immediately report any accident, illness, or injury to PCYC Bornhoffen staff.

### DEPOSITS

- All deposits are non-refundable and non-transferable.
- The deposit required will be stated when you make a tentative booking.
- If you wish to cancel all or part of your booking, you must notify us in writing.
- PCYC Bornhoffen reserves the right to require additional deposit amounts for your booking.
- In the unlikely event that PCYC Bornhoffen is required to cancel your booking, we will provide a full refund of any deposit paid.

### CANCELLATION FEES - GREATER THAN 90 DAYS BEFORE THE START DATE

- If you wish to cancel all or part of your booking **greater than 90 days before the scheduled start date**, your deposit will be forfeited.

### CANCELLATION FEES - 90 DAYS OR LESS BEFORE THE START DATE

- If you wish to cancel all or part of your booking **90 days or less before the scheduled start date**, you will incur a significant CANCELLATION FEE.
- Where your booking includes the Bornhoffen Venue, the following CANCELLATION FEE will apply to each night booked:
  - Wagawn = \$1,500 per night cancelled
  - Hobwee = \$750 per night cancelled
  - Total Venue (Wagawn & Hobwee) = \$3,000 per night cancelled
- Where your booking includes a Leadership Development Program or Bornhoffen Catering, the following CANCELLATION FEES will also apply.
  - More than 21 days prior to start date = 20% of program and/or catering total cost.
  - 7-20 days prior to start date = 50% of program and/or catering total cost.
  - Less than 7 days prior to start date = 100% of total cost.

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- If you wish to postpone or re-schedule your booking, this is equivalent to a cancellation. We will do our best to limit financial costs to you but reserve the right to charge cancellation fees as outlined.

### PAYMENT

- Minimum charges apply for accommodation, catering, and programs. These are outlined in our booking conditions or in your Leadership Development Program proposal where applicable.
- Minimum two-night stay charge for all bookings unless varied in writing.
- Minimum three-night charge applies for all long weekend bookings.
- Private groups must pay 7 days prior to arrival based on final numbers, further fees: added attendees, breakages etc are to be paid within 7 days of completion of service.
- Schools will be invoiced for the balance owed at the conclusion of the service – our credit terms are strictly seven (7) DAYS.
- Your invoice will be based on final numbers provided no later than 10 days prior or the actual numbers – whichever is greater on any one day for accommodation.
- Where your booking includes a Leadership Development Program, your invoice will be based on the minimum number as stated in your program proposal or the actual numbers - whichever is greater.
- A late payment fee of 5% per seven (7) day period may be applied to late payments.

### BORNHOFFEN VENUE

If you are booking the Bornhoffen venue, the following booking conditions apply:

- Arrival time Monday - Wednesday 1:00pm to 3:30 pm, Thursday to Sunday 3:30 pm unless a variation has been approved in writing.
- Departure time strictly 10.00am for self-caterers –unless a variation has been pre-approved in writing. A late departure/early arrival fee of \$120.00 per hour applies.
- Departure time 1:00pm for bookings with catering and/or leadership development programs.
- **Each group is responsible for ensuring that they have an appropriate first aid kit and a staff member who is currently qualified in first aid.**
- A responsible adult with current first aid certificate (including CPR) must be always on duty while the swimming pool is used and any other waterways.
- A minimum charge applies to each night booked as follows:

- Wagawn - minimum charge equivalent to 60 people per night
- Hobwee - minimum charge equivalent to 30 people per night
- Total Venue (both Wagawn & Hobwee) - minimum charge equivalent to 120 people per night

- Children under 5 years stay free of charge but are not included in the minimum numbers.
- Groups are responsible for cleaning duties and washing up their dishes during their stay and prior to departure as per the procedures displayed at the venue.
- Please ensure you check with PCYC Bornhoffen staff before departure. If the venue is left in an unsatisfactory condition at the time of departure, a cleaning fee may be invoiced to your group.

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- The swimming pool, basketball court and playing field are shared facilities for people using PCYC Bornhoffen.
  - There may be times where it is unavailable. Please ensure you book with client services prior to your stay or with the VOD on arrival if available.

### BORNHOFFEN CATERING

If you are booking Bornhoffen Catering, the following booking conditions apply:

- Your final numbers and any special dietary requirements must be provided in writing no later than ten (10) days prior to the commencement of your booking.
- A minimum charge of 30 people for Hobwee and 60 people for Wagawn and six consecutive meals applies to all catering bookings unless a variation has been agreed in writing.
- Any additional people or visitors who are provided with catering must be declared and must be charged for.
- For provision of special menu items, part catering, single meals, or additional services, please discuss your particular needs with us and we will provide a written estimation.

### BORNHOFFEN SELF-CATERING

If you are self-catering, the following booking conditions apply:

- PCYC BORNHOFFEN AIMS TO BE A NUT-FREE SITE – no nuts or food containing nuts should be brought on this site – this includes legumes such as peanuts, peanut butter/peanut paste, satays, muesli bars/chocolate containing nuts and other nut products.
- Self-catering is only permitted by bonafide volunteers, teachers, parents, or helpers.
- **Outside caterers are not permitted to provide commercial catering at Bornhoffen.**
- All self-catering groups are 100% responsible for the maintenance of safe food storage, handling and preparation as well as identifying and managing risks within the commercial kitchen.
- The person coordinating self-catering must have obtained a food handling certificate and provide evidence of this prior to arrival at PCYC Bornhoffen.
- **Kitchen clean fee – this will be charged at a rate of \$50/hour if not returned in the same condition as handed over on arrival.**

### LEADERSHIP DEVELOPMENT PROGRAMS

If you are booking a Leadership Development program, the following booking conditions apply:

- We often operate in outdoor environments and are therefore subject to weather conditions.
- We will provide the program as booked unless we assess that the weather or other conditions may compromise participant safety. In this case, we will determine whether we can provide an alternative program or would need to cancel the booking.
- All participants in adventure activities are required to complete a Medical and Risk Recognition Form which we will supply. Participants aged under 18 must have their form completed and signed by their parent or legal guardian.