

Booking Contract & Policies

Tentative enquires can be made by telephone or email, but this does not confirm a booking.

Pencil Bookings are tentative.

Booking Fees/Bond a booking fee of \$200 per day is required to secure your booking. This fee also incorporates as a bond. This will be refunded if the camp is left clean & tidy and no damage has occurred.

Confirmed bookings are recognised only when a HHCC Application Form is returned with the appropriate booking fee.

Confirmation of your camp will be included in the receipt that will be emailed to you upon receiving payment.

By returning the HHCC Application Form you acknowledge that the booking is made in accordance with these Booking Conditions, Policies & General Rules and that all persons of your group will abide by them.

No other form of communication is recognised as confirmation of a booking.

Weekend Bookings commence at 7.00pm Friday evening and conclude at 3.00pm Sunday afternoon, unless other arrangements have been made with management prior to.

Long weekends are one day extensions on this format.

Week Bookings commence after 10.30am on the day of your booking, and concludes at 3.00pm on the last day of your booking, unless prior arrangements have been made with management.

Fully-Catered lunch is not provided on the first day, unless arrangements have been made with management.

Variations to normal arrival and departure times must be discussed with, and approved by the camp manager. Surcharge may apply.

Notification of Numbers You must contact HHCC seven working days before your camp is due to commence to advise of the final number of people attending and any dietary needs.

These numbers will be used for staff work schedules and catering purposes. Your account will be determined on those numbers advised of, unless numbers are increased on your arrival in which case your charges will be increased accordingly.

Payment All fees will be invoiced and emailed to the authorized person within 7 days of camp ending. Payment is required within 7 days by Direct Credit. Any unpaid fees will incur a surcharge fee of \$25 after 7 days.

Discounts If you are eligible to receive a discount we MUST receive payment in full within 7 days by Direct Credit and all the Booking Contract and Conditions of Hire, Policies and General Rules have been adhered to.

Minimum Payment applies to all bookings. See General Information PDF.

Surcharges apply to all bookings where appropriate. (These are detailed on under the General Information page.

Optional Extras are available please see charges.

Cancellation Policy If necessary, bookings can be canceled under terms of this contract:

Your booking fee is non-refundable nor transferable if you cancel or transfer your booking to another date within 3 months of the original date.

Policies

- 1) Groups must be properly supervised. The user agrees to comply with policies of HHCC as provided in writing and/or as displayed or given verbally at the site. The signer and/or contact person accepts the responsibility of communicating this information to those attending and will be responsible for the conduct of the group.
- 2) The group leader must make contact with HHCC office immediately upon arrival. Groups may not take up residence before the leader has "checked in".
- 3) Buildings, equipment, flora and fauna are to be respected by guests.
- 4) The property is to be left clean and tidy, as instructed by HHCC staff.
- 5) All damages and breakages must be reported to HHCC staff. Payment for damages beyond normal wear and tear is the responsibility of the group which you agree to pay if requested and must be paid prior to departing camp.
- 6) The HHCC Manager has the right to ask a group member/s to leave the property at any time if their behavior is unacceptable to camp staff.
- 7) HHCC insurance does not cover the personal effects or equipment of group members.
- 8) Any campers property left at camp will be kept for 7 days and then disposed off at the camp Managers discretion

General Rules

- 1) HHCC is a smoke free facility, no smoking in rooms. Designated area behind dining room.
- 2) Alcohol & drugs are not to be brought onto the property.
- 3) Clients firearms & pets are not permitted on the property.
- 4) Noise is to be kept to a minimum at night. After 11.00pm groups may continue to socialise, but noise must be strictly minimized.
- 5) Do not tamper or play with fire-fighting equipment. False alarms may incur a Fire Service fine of \$1000.00 + GST. HHCC policy is to recover this fee from the client group for each malicious alarm.
- 6) It is your responsibility to use the equipment we supply, plus any more that you bring with you with the safety of your group in mind.
This is achieved by following safe practice when operating these activities.
- 7) Please bring your own first-aid requirements and organise someone from your group to be responsible for administering first-aid and recording of any accidents. All accidents must be reported to HHCC staff.
- 8) The camp organiser undertakes that he/she and all persons under his/her control, supervision or authority will conduct themselves in an orderly manner and in accordance with camp rules and The camp organiser undertakes that all children at the camp will be properly supervised by their parents, teacher or guardian at all times.
- 9) The camp organiser undertakes that no flora or fauna (dead or alive) will be taken from Totara Reserve at any time.
- 10) The camp organiser undertakes that prior to vacating HHCC, he/she will insure that all buildings, equipment and facilities are left clean and tidy and restored to the same standard it was on arrival. Your bond/deposit is non-refundable nor transferable if you cancel or transfer your booking to another date.