

CONDITIONS OF HIRE

1. BOOKINGS:

We generally accept confirmed bookings up to two years in advance and whilst priority is given to repeat bookings for the same group and days within the same week/s of the Qld school calendar, we reserve the right to prioritise, accept or decline any booking. We do not accept tentative bookings. We do not hold dates for clients unless bookings are confirmed by us receiving your signed booking agreement form and deposit payment within 14 days of us supplying you our booking form and deposit invoice. In the unlikely event that Alexandra Park Conference Centre (APCC) initiates a cancellation of your booking, we will provide a full refund of any monies paid except if you are in serious breach of these Conditions of Hire, our hire agreement, or you commit a serious offence, or we are legally required to cancel your booking – in which case all hire fees are payable.

2. FINAL ACCOMMODATION NUMBERS & CANCELLATION POLICY:

- 2.1 Our Minimum Invoice Charge per booking is 90% of total numbers booked, either as indicated on your application form, or in response to our letter 22 weeks before your scheduled arrival date; except where the booking is for exclusive use of onsite group accommodation (min 275 full time guests) the charge is the stated minimum number of persons.
- 2.2 Site facility use is on a shared basis unless specifically agreed otherwise. We reserve the right to substitute like for like, allow, decline, limit or schedule use of any part of the facility without affect to our charges and does not give you the right to cancel.
- 2.3 Cancellation more than 120 days (four months) from the booked arrival date, the booking deposit is non-refundable.
- 2.4 Cancellation four months or less from the booked arrival date incurs a cancellation fee of our minimum invoice charge for the original booking. Should a substitute booking to the same or higher value replace your stay, the cancellation invoice will be reduced by the value of that substitute booking, up to the value of the cancellation invoice less the deposit or \$200.00, whichever is greater.
- 2.5 Infants and Pre-Primary are not included in total numbers booked in terms of these conditions.

3. DEPOSIT & ACCOUNT PAYMENT:

- 3.1 Invoices will be issued, and payments are due within 7 days. If a deposit remains unpaid the booking may be cancelled.
- 3.2 For existing clients, a booking deposit of \$200.00 is payable for bookings made more than four months in advance. For new clients, and clients that do not have an active ABN, a booking deposit of 10% or \$200.00, whichever is greater, is payable. For all clients: a booking of 10% or \$200.00, whichever is greater, is payable for bookings made less than four months in advance; or 50% for bookings made less than 4 weeks in advance. APCC reserves the right to require additional deposit amounts for your booking.
- 3.3 A second deposit of 10% of the estimated final invoice value is due for payment 20 weeks (140 days) prior to arrival
- 3.4 A third deposit equivalent to 40% of the estimated final invoice value is due for payment 4 weeks (28 days) prior to arrival.
- 3.5 Clients without an active ABN are required to pay their minimum charge in full 1 week (7 days) prior to arrival. An invoice will be issued 2 weeks (14 days) prior to arrival. Any additional charges incurred for the booking will be issued on departure. Payment is required within 7 days. A late payment fee of 5% per seven (7) day period may be applied to late payments.
- 3.6 For Clients with an active ABN, a tax invoice less deposits will be issued prior to your departure. This is based on the number of accommodated guests, or 90% of total number booked, or stated number of persons, whichever is greater. Payment is required within 7 days. A late payment fee of 5% per seven (7) day period may be applied to late payments.

4. LEADERS RESPONSIBILITY:

Group leaders retain the responsibility for managing their groups behaviour & safety whilst staying at APCC regardless of the activity. The management of APCC reserves the right to ask any person who does not comply with reasonable directions or our rules to leave the property - no refunds apply. You are responsible to ensure all your group members attend a safety briefing.

5. OTHER CONDITIONS: *(Please advise all your group & responsible persons of these conditions)*

- 5.1 **Accommodation numbers:** Final accommodation numbers are fixed at the time of application, and by your response to our 22-week letter. Rooms are provided at a multi share price for 90% of allocated available beds occupied. If numbers reduce then a reduced number of rooms, or a higher price will apply. Minimum chargeable number is 50 persons, unless agreed.
- 5.2 **Alcohol / drugs:** Alcohol is only permitted onsite with our written approval, which must be requested < 21 days prior. Approval is subject to our policy on alcohol consumption & other considerations. Non-prescribed drugs are not permitted. Bookings are not contingent on us allowing alcohol onsite.
- 5.3 **Beds and Bedding:** We do not supply towels or sheets. These items can be hired with prior notice. We do supply one blanket & pillow per bed. The majority of our beds are bunks and comply with the current Qld Regulation. Group leaders are reminded that younger children 9yrs and under, sleepwalkers and those with health issues should not use upper bunks.
- 5.4 **Catering, final numbers:** Final catering numbers are required at least 14 days prior to the booked arrival date.
- 5.5 **Catering, self-catering:** Self-catering is not permitted at APCC as a rule.
- 5.6 **Check out / Check in:** Departing groups are required to vacate accommodation by 10:00am unless informed otherwise and are required to vacate meeting room/s by the agreed time. Groups arriving may occupy their rooms after 2:00pm unless negotiated otherwise in advance. We reserve the right to specify arrival and departure times and check in and out times.
- 5.7 **Cleaning:** All areas, including accommodation rooms, dining, conference and activity areas occupied by your group are to be kept tidy for the duration of your stay and cleaned upon departure. Groups may pay a fee at the time of booking, not to clean on departure. Dining room duties apply to your group, this includes **for every meal:** Plate return, floor & table cleaning. Groups who elect not to complete dining room duties attract a "no duties" fee.
- 5.8 **Electrical:** All your portable electrical equipment, cords etc must be tested & tagged & comply with laws & standards.
- 5.9 **Fire Safety and Prevention:** Naked flames, candles (including for religious ceremony) & fires are not permitted on our property, please contact us for solutions. Reverse cycle AC is installed, no heaters permitted. You are your groups fire warden.
- 5.10 **First Aid:** First Aid is your own responsibility. Groups must provide their own equipped First Aid Kit and personnel.
- 5.11 **Food allergies:** As we operate as an "allergy aware" environment please ask before you bring any food or drink on site.
- 5.12 **Insurance:** Your public liability insurance certificate of currency for a minimum \$5,000,000 is to be provided at booking.
- 5.13 **Pet Animals:** Pets are not permitted on APCC's property at all. We may approve registered assistance animals.

- 5.14 **Personal Items:** APCC isn't responsible for your items, equipment or vehicles brought to APCC.
- 5.15 **Noise:** All noise must be kept to a minimum on all days between 10.00pm and 7.00am and in compliance with any laws.
- 5.16 **Pool Use:** To minimise noise and maintain safety the pool is available for use in daylight hours.
Exclusive use of the pool is available for up to 1½ hrs each day and must be booked prior to your arrival. At other times your use of the pool is on a shared basis, unless reserved by another group. Group leaders are issued a pool access key and are responsible for their group's safety and supervision. We do not provide lifeguards unless pre-arranged, fees apply.
- 5.17 **Property use, damage and loss:** Any damage or breakage must be reported to Alexandra Park staff immediately. Any damages, breakages or losses of anything will be invoiced to your group. You may only use areas & rooms we designate.
- 5.18 **Security:** Security of your people and things is your responsibility. Additional security services can be arranged for a fee.
- 5.19 **Smoking:** Smoking is only permitted in designated areas & is not permitted in or within 10 metres of any building.
- 5.20 **Disclaimer:** The owners and staff of APCC disclaim all liability except to the extent such liability arises from the negligent or wilful acts or omissions of the owners of APCC or its agents or employees.