

RAWSON VILLAGE
GROUP
ACCOMMODATION

TERMS AND CONDITIONS OF HIRE
& BOOKING FORM



Rawson
Village

Experience the Extraordinary!

Rawson Village, Pinnacle Drive, Rawson, VIC, 3825

Ph: (03) 5165 3200

Email: sales@rawsonvillage.com

Website: www.rawsonvillage.com

ABN: 74 105 362 851

TERMS AND CONDITIONS OF HIRE

Upon payment of your deposit, you are entering into a legally binding agreement in which the following conditions (stated below) will apply. Rawson Village is a multi-purpose facility and maintains the right to book several groups simultaneously.

Final Numbers and Cancellation Policy

1. Organizations are requested to indicate as accurately as possible the number of persons to be attending the venue
2. Any alterations to the details of the booking need to be advised by email to Rawson Village as soon as known
3. Organizations 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.
4. If a Groups FINAL NUMBERS are less than the initial estimated number and they HAVE NOT notified Rawson Village 2 weeks prior to booking then the account must be paid in FULL based on the initial booking numbers.
5. If a Groups FINAL NUMBERS are less than the initial estimated number and they HAVE notified Rawson Village 2 weeks prior to booking then the minimum amount can be reduced to no less than 75% of the initial booking numbers.
6. If a Groups FINAL NUMBERS are less than the initial estimated number Rawson Village reserves the right to cancel bookings upon notification by the Group of final numbers.
7. Bookings cancelled LESS THAN 180 days before the occupancy date, will incur a 50% cancellation fee based on minimum estimated numbers.
8. Bookings cancelled LESS THAN 90 days before the occupancy date, will incur a 75% cancellation fee based on minimum estimated numbers.
9. Should a new booking be secured by Rawson Village in substitution for a cancelled booking, then the minimum amount due will be reduced by the value of the substitution.
10. Deposit refunds will only be given for cancellations made 181 days in advance of the occupancy date (excludes school camp bookings)
11. If a student is unable to attend camp due to injury or illness, the school must provide Rawson Village with a valid medical certificate to request a refund for that student.
12. In the event of a cancellation by Rawson Village the hirer shall be entitled to a full refund of all monies paid.

Conditions of Booking & Final Payment

1. I hereby apply to use Rawson Village for the use of the Group for the above stated purpose.
2. I hereby agree to pay all charges for the use of the facilities of Rawson Village in accordance with your Conditions of Booking.
3. In the event of a debt collection agency being engaged by Rawson Village to obtain outstanding costs associated with this booking, all collection fees and interest will be added to the total amount outstanding.
4. I agree to keep the accommodation and common areas, including the dining room and meeting/recreation rooms, clean and tidy at all times. In the event that these areas require additional cleaning (food and drink on carpet, kitchen cleaning, excessive mess/rubbish), I agree to pay an additional cleaning fee.
5. I have the authority to sign on behalf of this Group, accept full responsibility for the Group and agree to pay for any additional charges, loss or damages caused by the Group or any member of the Group to Rawson Village.

6. I understand that the Management of Rawson Village 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 the beliefs or purposes of Rawson Village.

7. The Management of Rawson Village and their Directors, Employees, Agents and Officers shall not be in anyway liable, or directly or indirectly held responsible for any injuries, loss or any other damages, whether to a person or property, unless resulting from criminal or negligent behaviour by Rawson Village Staff.

8. Site checkout time is 2pm, late checkout by prior arrangement only (Groups only, excludes schools).

9. Bookings made more than 12 months in advance will be required to pay any price increases should they occur.

10. I understand that it is my responsibility as the organiser of this booking to ensure all relevant persons attending have a current Working With Children check.

11. FINAL PAYMENT of the amount IN FULL outstanding will be paid prior to or upon arrival. NO services or facilities will be provided until payment is received (excludes School Groups).

RULES & RESPONSIBILITIES

Accommodation

CHECK OUT time for accommodation is noted below, you are welcome to stay onsite in your other booked facilities until the departure time noted. NO BEDDING IS PROVIDED (unless linen has been purchased at a cost of \$15 p/p). Please ensure that ALL guests arrive with adequate bedding, pillow and sleeping bag OR blankets/sheets and a pillow. Bed wetters, sleepwalkers and guests under the age of 6 should not sleep on the top bunks. Rawson Village Management is to be notified of any Bedwetters and specifically where they will be sleeping. If The Group fails to notify management of Bedwetters and mattresses are subsequently soiled, The Group will be liable for all costs associated with replacing the damaged mattress.

Adventure Activities

For all activities, each guest is required to wear enclosed footwear, appropriate clothing and have a clear understanding of activity instructions and safety requirements.

Catered Groups

Special dietary requirements must be provided, 2 weeks prior to attending, by email only. Groups are welcome to provide duty groups after every main meal to help our staff clear and clean the Dining Room after service.

Cleaning and Hygiene

Guests are responsible for keeping the site and buildings clean and tidy. Guests can obtain cleaning equipment from a Rawson Village Staff member on duty. All accommodation must be left in the same condition as it was when you first arrived, otherwise you will be required to pay an additional cleaning fee. All equipment is to be returned and losses or breakages to be accounted for.

Lost Property

Anything left behind (lost property) will be given to charity if not claimed within 30 days after departure.

Emergency Procedures

Emergency procedure notices are posted throughout Rawson Village and guests will be provided with a hard copy of the emergency plan upon arrival. Guests are responsible for making themselves familiar with the arrangements.

Evenings

Group activities that generate excessive noise should cease operating by 10pm weekdays and 11pm weekends, or as previously discussed with Management. Please ensure that all unnecessary lights are switched off before retiring for the evening.

Fire Fighting Equipment

Extinguishers, fire hoses and smoke detectors are vital and are located around the site. These should not be tampered with or removed unless required. Fines of \$100 per extinguisher apply for any unauthorised use.

Fires

No fires or BBQ's may be lit on the property without the consent of a Rawson Village Staff Member (excludes wood heaters).

First Aid

Group Leaders are fully responsible for providing their own first aid equipment and first aid administration during your stay at Rawson Village.

Hazards

Included are low light areas, fireplaces in common areas, undulating landscape, unpaved areas, and Staff on machinery.

Incident Report Forms

The Group Leader is responsible for ensuring the campsite's Incident Report Form is completed for all such incidents and a copy given to Rawson Village Staff.

No Pets

Pets can affect the enjoyment of other guests and can be detrimental to our native animals.

Out of Bounds Areas

The out of bounds areas are: Dining Room (in-between meals), storerooms, work sites, houses, neighbouring properties, activity shed, Commando Course (unless supervised by a responsible adult), Initiatives Course (unless supervised by a responsible adult).

Terminating Occupancy

Rawson Village reserves the right to terminate occupancy without notice for breach of Rawson Village Rules, Regulations and Responsibilities.

Telephone

Guests are responsible for providing their own mobile phone at all times as there are no public phones on the property. In an emergency private staff phones are available if they are on-site. There is reception onsite; however carriers other than Telstra and Optus can be temperamental.

Privacy Act

Rawson Village gives assurance that any personal information including medical details gathered by the campsite, or provided by the group leader, will remain confidential and only used for the purposes for which it was collected.