



QCCC BROOKFIELD SPECIAL TERMS AND CONDITIONS

IMPORTANT

This document accompanies your signed Booking Contract and together form your total agreement to stay at QCCC. By signing and returning your Booking Contract you accept these terms in full. If there is anything herein that you wish to discuss, please contact QCCC.

1. ALTERATION OF TERMS & CONDITIONS

We reserve the right to alter the Terms and Conditions from time to time, but this right shall not affect the existing Terms and Conditions accepted by you at the time of signing an existing Booking Contract.

2. MEDICAL CONDITIONS

Any medical conditions must be reported to QCCC at least seven business days prior to arrival. It is the responsibility of each guest to bring any action plans or medication required (including 2 EpiPens in the case of Anaphylaxis). It is the responsibility of the Group Coordinator to manage the provision and coordination of the medical needs of each guest/student.

3. FOOD RELATED

Diet/Allergy Information

NOTE: Life Threatening dietary and/or allergy requirements may be required to self-cater. **Please note:** QCCC sites are NUT AWARE sites. Please do not bring any form of nuts onsite. QCCC emphasises that while we are able to take every reasonable effort to avoid the use of nuts or peanut derivatives in prepared food, it is impossible to guarantee that guests will not come into contact with nuts, nut derivatives or nut residue during their stay. For further information, please request/refer to our Allergy & Anaphylaxis Management Policy. QCCC Brookfield does not encourage outside food to be brought into the site unless your dietary requirements require you to bring your own food. We only cater for guests with specific dietary requirements, and this does not include personal preferences, dislikes or lifestyle choices. If dietary requirements are complex, then guests may bring their own food by pre-arrangement with the Bookings team.

4. GROUP COORDINATOR

The Group Coordinator must ensure:

That guests under 18 years of age have appropriate parent/ guardian consent to attend the camp. The Centre must be provided with a list of guest names, and these are to be uploaded into your Group Self Service portal as required by QCCC. This is a fire & emergency safety requirement. The list of guest names must be completed and returned SEVEN days prior to your arrival at camp. It is the responsibility of the group coordinator to inform all the group's day visiting members of the Centre's safety briefing and 'Booking & Hire Conditions'.

5. ADDITIONAL GUESTS

All visitors to the site are charged. Please contact the office for further information. Day visitors must see reception when they arrive to be checked in and receive their wristband.

6. SUPERVISION

The Group Coordinator must ensure that appropriate supervision is put in place for all minors, at all times. Where a school is the customer, the Group Coordinator must ensure a teacher is assigned to each activity group. During activities provided as part of a QCCC planned program, QCCC instructors will provide the safe instruction of the activity, however, the supervision of school students will be the overall responsibility of the teacher assigned to each activity group. It must be noted that QCCC does not provide supervision in the following settings/locations, and not limited to; mealtimes, tent camping onsite, sleeping overnight, teacher led activities, first aid room, pools and evening activities not booked as a QCCC-led activity.

7. BEHAVIOUR

Group Coordinators are asked to remind guests to respect each other, personal property and the environment. Food and drink may only be consumed in the designated eating areas as directed by QCCC Brookfield staff. Due to Health and Safety requirements, we are unable to allow any takeaway or prepared foods to be brought/ consumed on site unless prior arrangement is made. Excepting within family groups, males and females are to maintain separate rooms and bathrooms. We require all guests to be respectful of the privacy, dignity, and well-being of other guests always. Profane language, immodest attire and disrespectful conduct are not acceptable at any time.

8. SUN SMART

Programs that operate outdoors should consider how they will protect people from the effects of the sun. It is recommended that these programs ensure guests cover exposed skin, wear a hat and sunscreen and do not remain in direct sunlight for prolonged periods on warm or hot days.

9. MOTOR VEHICLES

QCCC Motor Vehicles are not available for transport in emergency, accident and illness situations. The Group must provide their own vehicle for such emergency events or other transport needs.

10. FIRES

No fire or BBQ may be lit without the consent of QCCC staff. Fire restriction notices and Total Fire Ban Days must be strictly observed.

11. DISCLAIMER

The Owner/Operators, Managers and Staff of Queensland Conference and Camping Centres disclaim liability for any and all loss, damage, injury or illness including death, financial or otherwise, suffered by any person in the use of and hiring of the QCCC Brookfield Centre and its facilities, and expedition activities and programs, except in the event that the loss or damage, illness or injury is caused by the negligence of the Owner/Operator, Manager or Staff of

Queensland Conference and Camping Centres.

12. CLEANING AND CATERING DUTIES

The Centre is to be maintained in a tidy condition by guests. Groups may be requested to provide duty groups to assist with daily cleaning/catering duties. These duties will be specified by QCCC staff. QCCC staff will clean amenities after the conclusion of a camp, however, groups must maintain them in a tidy state. Cleaning charges may be applied where accommodation is left in an unsuitable state.

13. SLEEPING ACCOMMODATION

For the health and safety of the hire group the number of campers sleeping per room must not exceed the number of beds in each room unless otherwise approved by Centre Management. In accordance with Health Department regulation, pillowslips, sheets or sleeping bags **MUST** be used. Beds, mattresses and other items contained in units must **NOT** be removed. Access to Accommodation is only guaranteed from 4pm on day of arrival. Accommodation must be vacuumed and vacated by 9am on the day of departure. If this is not completed, a cleaning fee will be applied to the invoice.

14. EMERGENCY PROCEDURES

Emergency procedure notices are posted throughout the centre and campers are required to make themselves familiar with the arrangements.

15. FIRE FIGHTING EQUIPMENT

Extinguishers and smoke detectors are vital and are located around the site. These should not be tampered with or removed.

16. ENERGY USAGE

Please ensure all lights and air conditioning units are turned off when your rooms are not being used. While air conditioning is turned on, all doors and windows must be closed.

17. PARKING

All vehicle parking is strictly at the owner's risk and only in areas as directed or sign posted. Parking is restricted to sealed parking areas where indicated, unless by prior arrangement.

18. SPEED RESTRICTIONS - MOTOR VEHICLES

A 10kph shared-zone speed restriction applies and strictly enforced.

19. THE ENVIRONMENT

No guest is permitted to bring firearms, animals or pets onto the property or to disturb the natural environment.

Care and common-sense should be taken when approaching camp-site animals. Garbage and recyclable material are to be placed in designated areas. Assistance animals, where required by guests, will be allowed. Please advise QCCC at our earliest opportunity if this applies.

20. ALCOHOL/ DRUG/ SMOKE FREE ENVIRONMENT

All buildings on the site are designated smoke free. No alcohol or non-prescribed drugs are to be brought on site.

21. OUT OF BOUNDS AREAS

Workshops, Residences, Surrounding Property, Specialised Activity Areas (unless in use by group with correct supervision and instruction), Electrical Switchboard Room, Chemical Rooms, Storerooms, Pool Sheds, and areas marked "Staff Only" or "Authorised Personnel Only" are "Out of Bounds" areas. Other areas, including work sites are "Out of Bounds" as directed by QCCC staff.

22. EMERGENCY CALLS

QCCC staff are to be informed of any calls to emergency services as soon as possible.

23. SHARING THE CENTRE

Groups can expect to share the Centre with another group or groups unless they have booked the Centre exclusively. A centre may be booked on an "Exclusive Use" basis, however minimum charges apply.

24. SWIMMING POOL

It is a requirement that the Group Coordinator arrange for suitably qualified adults to supervise swimming for guests under 18 years of age. No bomb diving or running. No glass or food is to be taken into the pool areas.

25. NOISE, SOUND AND MUSIC

For the amenity and comfort of all guests onsite all noise must cease from 10:00 pm until 7:00 am.

26. DRONES

The use and operation of RPAs (Remotely Piloted Aircraft) and UAVs (Unmanned Aerial Vehicles) also known as 'DRONES', is prohibited at all times over all QCCC sites.

27. FIRST AID

First Aid is the responsibility of the group. Campers must provide their own first aid equipment and trained staff. However, QCCC will provide instructors all trained in first aid to deliver first aid when required during QCCC instructed activities.