IMPORTANT INFORMATION

THE INFORMATION CONTAINED IN THIS DOCUMENT IS TO BE USED IN CONJUNCTION WITH YOUR GROUPS SPECIFIC BOOKING INFORMATION DOCUMENT WHICH HAS BEEN SENT SEPERATELY

TABLE OF CONTENTS

Camp Preparation Summary Checklist ................................................................. 3
Renovations completed in 2010 ................................................................. 4
Accreditation ........................................................................................................ 4
Instructed Activities ......................................................................................... 4
Common Facilities ............................................................................................ 4
Program .............................................................................................................. 5
Meal Times .......................................................................................................... 5
Orderlies ............................................................................................................. 5
Special Diets ....................................................................................................... 5
Guest Liaison ...................................................................................................... 5
Actual Numbers ............................................................................................... 5
Final Numbers .................................................................................................... 6
Minimum Financial Commitment ................................................................. 6
Cancellations ....................................................................................................... 6
Arrival & Departure ......................................................................................... 6
General Camp Information ............................................................................ 7
Emergency Procedures ................................................................................... 7
Linen ................................................................................................................... 7
Campfires ........................................................................................................ 7
Noise .................................................................................................................. 7
First Aid ............................................................................................................. 8
Site Requirements ............................................................................................ 8
Damage and Loss ............................................................................................. 8
Alcohol and Smoking ....................................................................................... 8
Flora & Fauna ................................................................................................... 8

Please Note:
This document includes ‘links’ in the contents table above as well as various places throughout the document to assist you in finding information more quickly. To use these ‘links’ hover your mouse over the text & use the ‘ctrl’ key plus a click of your mouse to ‘jump to’ that information. We hope it helps.
Camp Preparation Summary Checklist

Now

- Confirm your ‘Group Details Summary’ is accurate in the separate attachment
- Arrange a site tour if required; available in business hours Monday – Friday
- Promote your camp, resources are available to assist

2 Months prior to Camp

- Send in your completed ‘activities booking form’ if required
- Send a draft of your intended program
- Check requirements for camp – request PA, data projector, or meeting room equipment
- Collect dietary, birthday & linen requests from your group
- Finalise numbers with your group
- Organise cabin allocations with your group, see the separate attachment for further details
- Documents to assist with these tasks can be found in the separate attachment or later in this document, see the contents page for more information
- Let us know of any questions you may have

2 Weeks prior to Camp

- Advise your final numbers using the separately attached ‘camper numbers spreadsheet’.
- Advise any dietary requirements or birthdays using the ‘Galston dietary requirements form’ (please note: see our special diets policy for further information)
- Advise numbers of linen sets required (on the bottom of the camper numbers spreadsheet)

During and after Camp

- Our Guest Liaison will keep in touch with your group during the weekend, to assist with the smooth running of your camp. They are available to answer questions during your stay & assist in Emergencies. They will also record numbers attending, day visitors, extra meals, activities numbers, linen, & use of PA & Data.
- Please use our ‘guest group survey form’ (available from your Guest Liaison) to provide us with feedback of your experience
- After camp, an Invoice will be raised & emailed to you. Terms are 7 Days. Payment can be made by EFT, Cheque or Cash.
- Rebook your camp dates by contacting Karen Townley at groupbookings@crusaders.edu.au or (02) 9653 1676 (ext 116)

Contents
Renovations completed in 2010

Within the last 12 months we have seen the completion of our NEW state-of-the-art dining room and our NEW 180 seat Valley View Conference Room, fully equipped with the latest audio visual equipment. We are delighted that these new facilities are now available for groups to benefit from. These additions, along with our continued landscaping & maintenance improvements provide the perfect environment for your program, personal relaxation and enjoyment.

Accreditation

In August 2010, The Galston Gorge Conference & Recreation Centre was awarded the 'National Accommodation, Recreation and Tourism Accreditation (NARTA). For your group this ensures that our site continues to meet the high standards you have come to expect across a range of areas including menu selection and site safety.

Galston Gorge Conference & Recreation Centre is building a better site to serve your group.

Instructed Activities

The following example activities are available for hire by your group; many more activities are available on request:

- Vertical Cluster (High Ropes)
- Abseiling
- Indoor Rock Climbing
- Archery
- Low Ropes
- BMX

Please complete and send back the separate activity booking form 2 months prior to your booking as this will give us the best opportunity to find activity staff to match your requests. Activity bookings are subject to staff availability and must be arranged prior to camp.

Group sizes of 15-20 people and at least 2 consecutive sessions per day, depending on the activity chosen.

Limits apply to the numbers of activity sessions available to groups hiring the Centre Monday – Friday.

Common Facilities

Common facilities available free of charge to all groups include:

- Oval
- Swimming pool
- Campfire
- Sand Volleyball
- Outdoor Basketball/Netball court
- Table Tennis
- Giant Chess
- Bushwalking

These facilities require sharing when the Centre has more than one group in residence. If you require any of these at specific times, please request them by including them in your program & we will endeavour to accommodate each group. If specific times are not required our Guest Liaison will be able to advise you of available times during your stay at Galston.
Program

Please provide us with a copy of your group's intended program and include any times that your group would like to use the common facilities. See also 'Meal Times'. Groups are responsible for the planning and running of their own programs and activities with the exception of those instructed activities requiring Crusader staff. For these activities, the group is responsible for providing additional adult supervision and for the maintenance of discipline.

Meal Times

The Galston Centre is a 'multi-use' Centre. The Centre will set all meal times with consideration being given to each group's needs to facilitate the smooth running of these times. Particular requirements may be discussed with the Guest Liaison Manager prior to camp. When preparing your program groups must use the meal times listed in the separate attachment.

Orderlies

15 minutes prior to each main meal, we require an orderlies group (2 - 6 people) to come to the Dining Room to prepare for your meal. Duties include setting tables, placing jugs on tables, and assisting in serving the meal. Our kitchen staff will give specific instructions for each group at each meal.

After your meal, please ensure that all crockery, glasses and utensils are returned for washing, tables are wiped down, chairs are straightened and your group's area is left tidy.

Special Diets

A copy of our Special Diets Policy is available, please inform your group that we can only cater for the diets mentioned in this policy. Any questions concerning this policy may be addressed with the Guest Liaison Manager.

Please complete the Special Diets Requirements Form with your group's requests and return it, a minimum of 2 weeks prior to your booking.

A sample menu can also be viewed on our website.

Guest Liaison

During your stay at Galston there will be a Guest Liaison on call to assist your group. Please contact them on arrival at the Galston Centre:
- By calling them directly on 0414 661 853 from your mobile,
- By using one of the 2 phones located at the gymnasium adjacent to the car park or kitchen.

For the security of guests, staff and property the main meeting rooms will be locked and alarmed by the Guest Liaison around 10.30pm each night. Please ensure that your group has vacated these spaces by this time. Smaller breakout rooms may continue to be used while groups respect the noise curfew.

Actual Numbers

‘Actual Numbers’ will be collected by the Guest Liaison from the group leader during your stay at Galston. These numbers will then be used in accordance with the above ‘Minimum Financial Commitment’ policy as it applies to your group for invoicing purposes.

Contents
Final Numbers

‘Final Numbers’ must be advised 2 weeks prior to your booking. Please use the separately attached ‘camper numbers spreadsheet’ to advise us of your group’s final numbers – Please complete, save and send this back to us no later than 2 weeks prior to your booking.

Please Note: If a group’s ‘Final Numbers’ are substantially above the ‘Booked Numbers’ the additional numbers may not be accepted. Due to the ‘multi-group’ nature of the Centre we have limited flexibility to cater for large increases.

Minimum Financial Commitment

If you do not advise us of final numbers 7 days prior to your camp, for the purposes of ‘Minimum Financial Commitment’, the last numbers advice we have received from the group will be assumed to be your ‘Final Number’. ‘Sole Occupancy’ groups will be charged for whichever of the following is greater:

- The ‘Actual Number’ of guests attending.
- The ‘Final Number’ advised 7 days out.
- 150 paying guests.

Non ‘Sole Occupancy’ groups will be charged for whichever of the following is greater:

- The ‘Actual Number’ of guests attending.
- The ‘Final Number’ advised 7 days out.
- 75 of the ‘Booked Number’ appearing in the booking contract (excluding infants).
- 35 paying guests, which is the minimum group size.
- Bookings of less than 35 people are occasionally accepted by special arrangement. In this case the group is required to pay for the full number they have booked for.

Cancellations

Cancellations must be made in writing to the Bookings Coordinator and will be acknowledged by the Crusader Union of Australia. The following terms will apply:

- If a booking is cancelled more than 4 months prior to the occupancy date, the group will forfeit the deposit paid.
- If a booking is cancelled less than 4 months prior to the occupancy date, the group will be required to pay the ‘Minimum Financial Commitment’ as defined above.
- If Crusaders obtain another booking to replace a cancelled booking, a refund to the group may apply.

Arrival and Departure

Groups must adhere to the arrival and departure times as listed on the separate attachment. Additional fees will apply for:

- Early leader setup
- Early group arrival
- Late leader pack up
- Late group departure

All changes from standard booking times or any other alternations must be arranged with the Bookings Coordinator or Guest Liaison Manager prior to camp. Accommodation must be vacated by 9am on day of departure. Please ensure that all members of your group are aware of these arrival and departure times. Your group will be charged a fee for use of the Centre outside these arrangements.
General Camp Information

- **Camp Guidelines** will give you additional information that will help to make your groups stay here at the Galston Gorge Conference & Recreation Centre an enjoyable one.

- **Travel Directions** will help everyone to find their way to the Centre.

- **Current Rate Card** Please speak to the Guest Liaison Manager if you are unsure of your rates.

- **Galston Gorge Video Licence** If you intend to show a Video or DVD during your stay - please check that the 'Producer' is on the list of approved Producers on the CVLI website FIRST (link is within this document). If not, please select a movie from a Producer who is listed.

- **Bushwalking Directions** Please speak to the Guest Liaison prior to departing and on your return to the site.

- **Galston Gorge Conference & Recreation Centre Brochure** to help promote your retreat

- **Galston Promotion Presentation** may assist you to promote the Centre to your group.

Emergency Procedures

Crusaders have an ‘Emergency Management Plan’. Emergency Procedures and notices are posted throughout the site and guests should make themselves familiar with these procedures. In the event of any emergency, guests will be advised by a senior member of staff and given further instructions. Fire fighting equipment, extinguishers and fire hoses are not to be tampered with or removed, except to extinguish a fire.

Linen

Please advise your group that they are responsible for bringing all their own linen (including pillow case, sheets, towel, sleeping bag, doona or blankets). The Centre will supply a mattress and pillow for each bed.

A limited number of Linen Sets are available for hire at $15/set. Linen Sets must be booked by completing the field at the bottom of the ‘Camper Numbers Spreadsheet’ a minimum of 2 weeks prior to your group’s booking. If a significant number of Sets are requested, we ask that you contact us at least 1 month in advance. Any additional doonas issued during your stay will be charged at $5/doona.

Campfires

The campfire or any naked flame MUST NOT be lit without first contacting the Guest Liaison. During the bushfire danger period of October – April each year the Centre assumes that EVERY DAY is a TOTAL FIRE BAN DAY. Groups are advised not to schedule the use of the campfire in their program during these months.

Noise

Groups are advised that there is a noise curfew between 10.30pm and 7.30am. Centre Management reserves the right to determine appropriate noise levels at other times. As the Centre is a multiple user site, we ask that you respect other groups using the site in terms of noise.

Contents
☐ First Aid
First Aid and the provision of First Aid Kits are the responsibility of each group. Please inform the Guest Liaison and complete the ‘Accident/Incident Report Form’ in the event of any incidents requiring First Aid or emergencies.

☐ Site Requirements
We expect that the site will be left clean and tidy. Should the site require excessive cleaning, an additional fee may be charged. Please be aware that people live on site at the Conference Centre. Please stay within your group’s allocated areas.

☐ Damage and Loss
All breakages and losses are to be reported to Centre Management and, if necessary, an invoice will be issued to the group. All buildings must be kept in a clean and tidy condition. Beds, mattresses and pillows must not be moved around or removed from the rooms. Any chairs used outside the dining hall or meeting rooms must be returned to that location or a charge for damage may be incurred. The Galston Gorge Conference & Recreation Centre takes no responsibility for loss or damage to personal property.

☐ Alcohol and Smoking
Alcohol and non-prescribed drugs are not permitted at the Galston Gorge Conference & Recreation Centre. Smoking is not permitted within any buildings and, as fire is a serious hazard, care must be exercised in the grounds.

☐ Flora and Fauna
The Galston Gorge Conference & Recreation Centre is situated in native bush land. You should be aware that naturally occurring animals and insects may present a risk/inconvenience to you and your guests. Please be aware of the impact on local flora and fauna and exercise care when organising activities. All waste is to be placed in the large garbage bins.

Please do not hesitate to contact me if you have any further questions or concerns.

Warm regards,

David Herrington

Guest Liaison Manager
Galston Gorge Conference & Recreation Centre
8 Crusader Road, Galston NSW 2159
P: (02) 9653 1676 (ext. 119)
F: (02) 9653 1874
E: daveh@crusaders.edu.au
W: www.crusaders.edu.au/centres/