GENERAL INFORMATION

2011

LAKE MAC
OUTDOOR RECREATION CENTRE
IMPORTANT INFORMATION

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

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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 upon request
☐ 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 and birthday 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 ‘Special Diets Sheet’ (please note: see our special diets policy for further information)

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 and 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 and 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)
Renovations completed in 2011

Within the last 12 months we have seen many upgrades and installations across our facilities at the Lake Macquarie Outdoor Recreation Centre. This includes a new VIP Toilet Block and a new Data Projection/PA system.

These additions, along with our continued landscaping & maintenance improvements provide the perfect environment for your program, personal relaxation and enjoyment.

Instructed Activities

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

- Sailing - Hobie Catamarans, Lasers & NS14s
- Abseiling
- Rock Climbing
- Canoeing
- Archery

Please complete and return 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. 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.

Facilities

Facilities available free of charge to all groups include:

- Oval
- Swimming pool
- Campfire
- Beach Volleyball
- Fishing (BYO equip)
- 1/2 Basketball court
- Laundry
- Jetty
- Beach
- Table Tennis
- Scenic walks

Program

Please provide us with a copy of your groups intended program and include any times that your group would like to use the 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 Crusaders staff. For these activities, the group is responsible for providing additional adult supervision and for the maintenance of discipline.

Please note: As the site has surrounding residential areas, we require that there be NO activities on the main oval late at night (past 9:00pm) or early in the morning (before 7:30am) - See ‘Noise’ section for further information to assist your planning.
**Meal Times**

The Lake Mac staff have allocated your group’s meal times in order to facilitate the smooth running of these meals—see the separate attachment for further details. Particular requirements may be discussed with the Guest Liaison Manager prior to camp. When preparing your program groups must include all meal times.

**Orderlies**

For large groups, we suggest orderlies (2 – 6 people) be organised to prepare for your meal service 15 minutes prior to each main 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.

**Catering**

We realise that the quality, quantity and variety of meals make all the difference to your stay at Lake Mac, which is why we provide only the best food and plenty of it! Catering includes breakfast, lunch, dinner, morning and afternoon tea and supper. We understand that not everyone has the same tastes, which is why we feature a buffet menu at breakfast, lunch and dinner in addition to our tasty morning teas, afternoon teas and suppers.

At our Lake Mac Centre we also offer our guest groups the option of self-catering. Self-catering enables your camp to have full use of our professional, air-conditioned kitchen and industrial dishwasher. Please speak with the Guest Liaison Manager for further details.

**Actual Numbers**

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

‘Final Numbers’ must be advised 2 weeks prior to your booking. Please use our 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.

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.’ The Minimum Financial Commitment for the Lake Macquarie Outdoor Recreation Centre is 35.

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.

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 1:00pm on day of departure, unless instructed otherwise by Crusaders staff. 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.

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.
General Camp Information

- **Travel Directions** will help everyone to find their way to the Centre.
- **Current Rate Card & Off-Peak Rate Card** Please speak to the Guest Liaison Manager if you are unsure of your rates.
- **Lake Mac Brochure** to help promote your retreat
- **Lake Mac Presentation** may assist you to promote the Centre to your group.

Emergency Procedures

Crusaders has 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.

Noise

Groups are advised that there is an absolute noise curfew across the entire site between 10.30pm and 7.30am. Use of the PA system and activities on the main oval are prohibited from 9:00pm in order to respect our residential neighbours. Centre Management reserves the right to determine appropriate noise levels at other times.

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 and Boundaries

We expect that the site will be left clean and tidy. Should the site require excessive cleaning, an additional fee may be charged.

We request that your group be aware that others live on site at Lake Mac and in the closely surrounding area. Out of respect for these parties, please remain within the site area as access to spaces aside from what has been allocated is not permitted - this includes the Guest Liaison’s home, the sailing enclosure, etc.
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 hall or cabins must be returned to that location or a charge for damage may be incurred. The Lake Mac Outdoor 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 Lake Mac Outdoor 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 Lake Mac Outdoor Recreation Centre is situated on a natural waterfront. 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.

What We Believe
Crusaders welcomes community groups, schools, churches and other organisations to its campsites and hopes that you will find refreshment, new insights, stronger relationships and growth as a result of spending time in these beautiful settings.

Our sites were originally acquired and developed by people who longed to see them used as centres for Christian ministry and we require that groups who visit the sites today will honour this endeavour.

We do not require you to undertake religious teaching as part of your time at the Crusader sites. However, if you would like to book our Centres, you must agree that you will not teach material or practice, encourage or support behaviour or lifestyle which is inconsistent with the teachings of the Crusader Union of Australia as set out in its What We Believe document.

You further must agree that the Executive Director has the right to decline a booking in situations where he considers that declining the booking is necessary to avoid injury to the religious susceptibilities of members or supporters of the Crusader Union of Australia who are adherents of the evangelical Christianity that Crusaders’ seeks to propagate.
Campsite Guidelines

Our aim is that your group will have an excellent time at Lake Mac Outdoor Recreation Centre. To assist us in providing you with a positive experience, we ask that your group please follow our Centre Guidelines:

- Midweek Arrival Time is 2.00pm, Departure Time is 2.00pm.
- Weekend Arrival Time is 6.00pm, Departure Time is 3.30pm.
- Lake Mac cabins will be ready for Lodge In upon arrival, unless otherwise advised.
- Lodge Out Time for groups involved in a camp crossover is 8.00am. For all other camps, Lodge Out Time is 1.00pm.
- Noise Curfew - 10:30pm until 7:30am.
- Group coordinators will be instructed on how to ‘lock up’ each night, and are expected to do so between 10.30pm and 11.00pm.
- In event of any emergency, go directly to the hall and contact the Site Manager.
- Ensure that your group is familiar with the site boundaries and remains within that area unless instructed otherwise by Site Manager. Please be aware that the site borders are shared with residential areas, so please respect the neighbouring residents throughout your time on site.
- Ensure that your group is adheres to the prescribed meal times, unless consulted with Bookings or kitchen staff. Please be on time for meals as lateness will affect the running of the kitchen. In extreme cases a fee may be charged for lateness.
- Orderlies groups are needed 15 minutes before main meals; breakfast, lunch and dinner.
- Lollies, food or drinks are not to be taken into the cabins (china mugs are not to be taken from the dining hall; foam cups are provided for outdoor use).
- Removal of rubbish from meeting areas and cabins would be greatly appreciated by the Crusaders staff.
- If self-catered, please follow the pack-down procedures as instructed. Discuss with Bookings staff or Guest Liaison for further information.
- If any breakages occur, the cost of repairs will be added to the camp invoice.
- Pillows and mattress covers are provided within all cabins; bringing your own sleeping bags and inner sheets is recommended.