

Group Bookings - Terms and Conditions



CANBERRA PARK

Tariffs

- Tariffs are non-commissionable.
- Tariffs are based on a minimum of 20 students per group.

Bookings & Deposits

- Following initial enquiry requesting availability, we will send you a Booking Confirmation & Deposit Request by email once reservation has been made.
- Agent/School must request the reservation in writing i.e. not via phone.
- To confirm your booking please forward the deposit within 30 days of the booking request. Payment options for the deposit will be on the Deposit Request Form.
- Deposits are not transferable from year to year. One deposit (\$1000) per group reservation must be received to confirm a booking. Bookings that are unconfirmed (without deposits) after 30 days, are liable to changes, cancellations, or amendments by Canberra Park. Ample notice will be provided to our clients prior to any modifications of bookings.
- Any changes to original bookings must be advised by email and confirmed by Canberra Park.
- Generally, bookings are only taken up to 24 months in advance. If bookings outside of this timeframe are requested, these will be considered on an individual basis.
- Booking deposits are generally not refundable. See conditions below.

Cancellations

- Cancellations made between 12-6 months prior to arrival will result in forfeiture of deposit unless the accommodation can be resold, if so, 50% of the deposit paid will be refunded.
- Cancellations made inside 6 months prior to the arrival date will result in 100% forfeiture of deposit paid.
- All cancellations must be received in writing.

Termination

- Canberra Park reserves the right to terminate the occupancy of any group with written notice at any time. The Canberra Park Manager and Staff are empowered to take any action as may be deemed necessary for the proper conduct and function of the facility and the wellbeing of all those who choose to stay with us.

Payments

- All deposit payments where possible are to be paid via BPAY.
- Credit card payments will be accepted however use of credit card (Visa and Mastercard) will incur a 1% fee. This surcharge is non-refundable and does not come off the total of the reservation.
- Once final details have been received no later than 30 days prior to arrival and final documents issued, Canberra Park will issue a Final Tax Invoice and this invoice must be paid in full prior to the group arrival or on arrival at Canberra Park.
- Groups without payment of this invoice will not be able to check in to the Canberra Park without the Managers acceptance.
- Generally, no refunds or adjustments will be made once final numbers have been received, invoices issued, and no changes are permitted inside 48 hours prior to arrival.

Accommodation

- All guests should bring items of a personal nature, soap & toiletries. All linen, pillows and doonas are provided therefore sleeping bags and pillows are not required.
- School group rooms are multi share (4 students per room with 2 sets of bunks per room) with a 3-way bathroom.
- Supervisor rooms are twin share with own bathroom. TV and tea making facilities are provided in each teacher room. Please note Single Supervisor Rooms are not guaranteed at any time and are subject to availability.
- Coach Driver rooms have one king size single bed with bathroom. Bedding, towels, TV and tea making facilities are provided.
- One coach driver per coach is accommodated free of charge. Additional drivers will incur a charge.
- We are pleased to provide one supervisor accommodation and meals per 20 children free of charge. This FOC accommodation is on share basis, with 2 persons per room. Accommodation requirements outside this 1:20 ratio will be charged accordingly.
- Specific requirements e.g. Portable PA system, Screens for movies, white boards etc for leader-based discussions, specific laundry requirements or dietary needs are to be placed 21 days prior to arrival. This will ensure the availability on requested times and dates. A small charge may apply for the supply of some equipment.

Final numbers

- Final numbers and gender breakdown of supervisors/parents and students are to be provided 30 days prior to arrival to allow for appropriate room allocation. If final numbers vary significantly from the initial booking, we may have to reallocate rooms.
- When the final invoice is issued based on the total confirmed attendees, there will be no reductions in pricing if cancellations occur for any last-minute changes such as Student/Teacher numbers decrease inside 48 hours of arrival.
- Please provide the itinerary for your group 30 days prior to arrival.

Meal Times

- Breakfast is from 530am – 9am in 30 minute blocks - If an earlier or later time is required, please check as we may be able to accommodate.
- Lunch service is available if returning to Canberra Park and dining in our Homestead. Service available between 11am-130pm 7 days.
- Dinner is from 5pm – 9pm in 45 minute blocks - As above, please check if an alternate option may be available.
- Any variation to these times should be discussed and confirmed prior to arrival and will be subject to availability.

- Pre-packed breakfasts/lunches etc can be accommodated with 21 days advance notice.
- To ensure we meet your needs, please advise of any special dietary food requirements or special access accommodation at least 21 days prior to arrival. Without this prior notice, Canberra Park cannot guarantee availability.

Catering

- Preferred meal times must be requested in advance as this operates on a first come first served basis. As all group itineraries are taken into account when the catering plan is finalised for the week. At times adjustments may be requested or necessary for the seamless operation of the Homestead meal periods. In the event times should be needing to change from the prior arrangement or schedule, Canberra Park will request accordingly.
- Catering options at Canberra Park include Breakfast, Morning Tea, Lunch, Afternoon Tea & Dinner. The Homestead dining hall is available on request for all meal periods throughout the duration of the stay. Please note: We encourage guests to return to
- Canberra Park for lunch where possible as we are unable to offer a delivery service. Packed Lunch will be offered as an alternative upon request only.
- Self-catering is generally not permitted at Canberra Park. Specific requests may be directed to management.
- No alcohol is permitted within the property.
- Canberra Park will endeavour to cater for special dietary requirements and appreciate your assistance in providing 21 days prior notice.
- The dining facility is a nut free area.

Liability:

- To ensure smooth communications, we request that one person be appointed as the point of contact for your group. Please provide this person's name and contact details prior to or on arrival.
- Additional costs incurred at Canberra Park due to unforeseen circumstances in an emergency i.e. ambulance, fire, or medical, may also be charged directly to the affected group.
- Please ensure that no one in your group tampers with or removes fire prevention and or safety equipment.
- If a student or guest is responsible for activating the fire alarm resulting in a false alarm call out, any call out charges from the Fire Brigade Authority will be on charged each time the fire brigade attends. These fees can amount to \$1500 per call so we request that you counsel your group against this.
- Canberra Park provides secure individually keyed rooms and accommodation buildings and have high resolution recordable CCTV security cameras throughout the property and regular patrols are completed within the complex.
- Immediate first aid is the responsibility of the group leader staying at the property. Canberra Park recommends that the group bring their own first aid kit and any lists of medications for students. Whilst Canberra Park staff are trained in first aid and we do have first aid kits on premises, the primary duty of care falls on the occupants and group leaders. Canberra Park staff can and will provide assistance if and when required.

Private Calls:

- Canberra Park understands some children may experience some anxiety on being separated from home. We suggest that any calls for children from parents be made direct through the teacher in charge. In the case of emergency, a teacher can request the use of the property telephone at reception. Parents may wish to contact their children for special occasions or important family news and can do so by emailing reception@canberrapark.com.au Please clearly state the child's full name and their school name.

Smoke Free Environment:

- All buildings and public areas at Canberra Park are designated smoke free zones, and smokers are respectfully requested to do so more than 20 meters away from any access doors or open windows and to dispose of butts with consideration to the environment.

To make life easier, we have provided the below table and checklist as a guide:

Action	Timing/Conditions
Group Reservations	<ul style="list-style-type: none"> • Generally, no more than 24 months prior to arrival. • If a future booking is required that is more than 24 months this may be considered but will not be confirmed until deposit is paid.
Deposit - \$1000 per group reservation	<ul style="list-style-type: none"> • Payable within 30 days of booking.
Cancellations	<ul style="list-style-type: none"> • 12-6 months before arrival - 100% of deposit forfeited unless accommodation is able to be resold. • If can be resold 50% will be refunded back to group. • 6 months - 100% of deposit forfeited.
Meal Time Requests	<ul style="list-style-type: none"> • Anytime from when booking is made. Times are allocated on a first in, first served basis.
Final Group Numbers	<ul style="list-style-type: none"> • 30 days prior to arrival. • The provision of travel itinerary is not compulsory however recommended so that Canberra Park can ensure the most suitable slots are available for meal periods.
Final Itinerary/ETA	
Dietary Requirements	
Onsite Driver or Teacher Name & Contact Details	
Final Payment	
	<ul style="list-style-type: none"> • Prior to Arrival