



22 Bon Accord Track
Harrietville, VIC, 3471
Ph: + 613 5759 2688
Email:
reservations@feathertopchalet.org.au

FEATHERTOP CHALET GENERAL CONDITIONS FOR HIRE

It is the responsibility of each group to ensure that all group members understand and follow Feathertop Chalet rules and procedures. Each group must have a competent leader in charge to liaise with Feathertop Chalet staff. Feathertop Chalet recommends a ratio of one leader to ten campers (1:10). The group leader is responsible for camper supervision at all times. Feathertop Chalet staff or their subcontracted outdoor activity providers may instruct, lead, demonstrate or assist in an activity but the group leader is responsible for overall group supervision, safety, and first aid. Refer to our 'Activity camp services guide' and 'Activities risk management guide' for more details.

GROUP COORDINATOR: for the purposes of communication and responsibility we require an identified person as the coordinator of bookings. If no coordinator is nominated for the purposes of invoicing, booking coordination, dietary advice, invoicing, or security then the individual making initial contact with Feathertop Chalet will be identified as the coordinator for all operational and legal purposes. All losses and damage, including room and facility keys, will be attributed to the coordinators nominated credit card details on the booking form.

RATE INCLUSIONS: Rates indicated on the Booking form and hire agreement are for accommodation in the lodge rooms allocated and where applicable for catering of meals or delivery of activities.

BOOKING CONFIRMATION: Unless prior agreement is made Feathertop Chalet require final numbers for meals and accommodation with completed bed list and dietary request forms returned 21 days prior to your arrival. These numbers may be used as the minimum for invoicing purposes.

PAYMENT CONDITIONS: Your non-refundable deposit is required to confirm this booking. Due 7 days from receipt of your booking form.

50% payment is required 21 days prior to arrival with the balance due on the day of arrival. All final payments must be settled upon arrival (Monday – Friday 9am to 5pm) or in advance of stay if arriving outside of normal office hours. If necessary, any additional expenses incurred (extra campers, breakages etc.) will be invoiced and payment due in 7 days.

Other payment options such as invoicing may be approved with prior discussion with Feathertop Chalet staff.

PRICES: Prices are GST inclusive. The cost per person is as per the Booking form and hire agreement. A non-refundable deposit of \$1200 per lodge or \$100 per room is required to secure any reservation. Bookings will only be secured by deposit. Unsecured enquiry will not receive preference if room demand exceeds supply.

MINIMUM NUMBERS: If numbers fall below minimums expressed in the Booking form and hire agreement, Feathertop Chalet reserves the right to alter the tariff charged as per tariff stated in the Booking form and hire agreement.



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SURCHARGES: A one night stay will attract a surcharge of \$15- per person on top of standard nightly rate. Catering on public holidays will attract an additional charge. This will be negotiated on a case-by-case basis and will be dependent upon numbers and requirements

LOST KEYS: All master keys must be returned to reception before departure. Room keys should be returned to reception or left in room doors. Group co-ordinators will be invoiced for keys that have not been returned after five business days. Replacement master keys will be charged at a rate of \$150.00 per key and room keys \$25.00.

CANCELATIONS: Deposits are not refunded in the event of a cancellation.

REFUNDS: The hiring group must give at least 5 months' notice IN WRITING of a cancellation. The deposit is nonrefundable.

20% REFUND/ 80% OF QUOTED FEE WILL BE INVOICED. Cancellations within 5 months of the commencement of the agreed dates will incur a cancellation fee equal to 80% of the fee or anticipated number, stated on the booking form and hire agreement (unless due to a government suspension of camps and excursions, where the booking is rescheduled to the earliest agreed time slot available).

CHECK-IN IS AT 2.00 PM AND CHECK OUT IS AT 10.00 AM UNLESS PRIOR ARRANGEMENTS MADE.

PROPERTY:

- (i) **Damage and Loss:** All breakages and losses to Feathertop Chalet equipment are to be reported to Feathertop Chalet staff. These may be invoiced to the group following discussion. Groups are only permitted to access the buildings which they have been allocated and identified on the Hire Agreement.
 - a. ***Group coordinator credit card details will be held on file and all damage or loss will be charged with notice to that card.***
- (ii) **Parking:** All vehicle parking is strictly at the owner's risk and only in designated car parks. Grassed areas and the undercover shelter are designated no parking zones and need to be kept clear for deliveries and general vehicle access.
- (iii) **Speed Restrictions:** 10Km per hour Speed restrictions apply on site. Be aware of children and guests.
- (iii) **The environment:** Feathertop Chalet takes pride in its surroundings. Please avoid disturbing the natural surroundings. Garbage and recyclable materials are to be placed in the appropriate bins. If the group needs further rubbish bags, please ask staff.
- (iv) **Smoke Free Environment:** All buildings at Feathertop Chalet are non-smoking, smoke free zones. A \$250- cleaning fee will be charged per room if affected by residual smoke.

- (v) **Hazards:** All areas with tan bark (besides the children's playground near the beach volleyball court) are strictly out of bounds unless supervised by Feathertop Chalet staff as there is risk of a fall from height if warning signs are ignored and unsupervised.
- (vi) All staff only signed rooms, buildings or sheds are strictly no guest access and out of bounds to all guests.
- (vii) **Hazards Offsite:** The Ovens river runs along our eastern boundary fence just over the heavy bank public walking track. Bon Accord track is a public roadway and often vehicles use many of the 4WD tracks and trails in the area, supervision of children is the responsibility of the hiring group.

EMERGENCY PROCEDURES:

- (i) Emergency procedure notices are posted throughout the Chalet and groups should make themselves familiar with the arrangements.
- (ii) **Fire Fighting Equipment:** Extinguishers, fire hoses and smoke detectors are vital and are located around the site. These should not be tampered with, disabled, or removed.
- (iii) **Fires:** Fires may not be lit on the property without consent of Feathertop Chalet staff. Fire restriction notices and Total Fire Ban Days must be strictly observed. We have a fire pit located at the end of the main carpark area.
- (iv) **Code Red Fire Warning:** Feathertop Chalet will stop operating on Code Red days, in line with the Department of Education and Training's Bushfire At-Risk Register (BARR) and Parks Victoria's Park closure policy for high-risk parks and forests. Also due to the Great Alpine Road being the only exit route out of the Ovens valley for emergency evacuations and the increased risk of power outages on code red days. If this situation occurs during your stay the hiring agreement would become 'frustrated' i.e. unable to perform and the unused portion of your stay will not be invoiced for or refunded to you if paid in advance.

FIRST AID: Feathertop Chalet maintain comprehensive first aid resources including a defibrillator (located outside of the reception entry doors) and snake bite kit. It remains however the responsibility of the hiring group to provide first aid and first aid equipment for their group members.

ACCIDENT/INCIDENT REPORTING: The group coordinator is responsible for maintaining an injury/illness register for their group. A copy of the register can be emailed to management@feathertopchalet.org.au. A Feathertop Chalet's 'Accident/Incident report form' is to be completed with management for any illnesses, injuries or incidents during the stay.

BEHAVIOUR: Care and commonsense should be taken in all buildings. Group coordinators are asked to remind all guests to respect each other, others personal property and the environment. All noise should be kept to a minimum and cease by 11pm, in line with local council bylaws. Please note that noise carries a lot further than people expect due to the topography of the valley as it acts like an amphitheater.



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ROOM ALLOCATION AND DIETARY FORMS: The bed lists and dietary requirements must be provided to Feathertop Chalet no later than 21 days prior to arrival. All staff, students and support staff must be listed on these forms, which we use in case of emergency evacuations to ensure all guests are accounted for. Feathertop Chalet cannot guarantee the ability to cater for dietary or accommodation requirements if these forms are not received.

Please ensure that room use in any lodge will be optimised when available, this assists us in maintain our offer of high-quality, low-cost accommodation. If a bed list is not received, Feathertop will allocate beds and rooms for your stay.

LINEN PROVISION: Feathertop Chalet provides bedroom/bathroom linen and soap for teachers, support staff of schools and community groups as a part of their accommodation package. All students or other guests on the budget lodge package are required to bring their own bed linen (fitted or flat sheet to cover the single or queen mattress, sleeping bag or doona, pillow, bath and swim towel, personal toiletries unless otherwise negotiated, failure to provide these may incur additional costs. There is no guarantee we will have enough linen stock at hand without prior notice.

CATERING: Meals including, breakfast, morning tea, lunch, afternoon tea and dinner in the dining room are available for groups of 40 or more adults. Groups of less than 40 adults can be catered to in lodge. Catering may be available over public holiday periods by negotiation. Surcharges may apply over weekends and public holidays. Meals required and rates must be discussed upon booking and organized at least 21 days prior to your arrival. Final numbers and dietary requirements forms must be provided at least 21 days prior to your arrival.

SELF CATERING: Feathertop Chalet offer kitchenette and BBQ facilities for self-catering at a par stock level catering to 40 persons within a lodge. Stock levels will be assessed prior to guest arrival and following guest departure. Undue damage or loss to stock will be invoiced to your group coordinators account or nominated credit card. A list of par stock level items is available in the lodge. A self-catering surcharge may apply depending on equipment and service requirements.

DRINKING WATER: Feathertop chalet is on town water and all taps onsite have suitable drinking water.

DAILY DUTIES: Feathertop Chalet is to be maintained in a clean condition by guests. Catered groups are to provide duty groups to set and clear tables for each meal. Bedrooms to be kept tidy for the comfort of all roommates. Other daily duties may be required and will be specified by staff. Self-catering groups are responsible for cleaning and maintaining all areas in a hygienic manner.

PRIVACY ACT: Feathertop Chalet gives assurances that any personal information including medical details gathered by us or provided by the group leader, will remain confidential and only used for the purpose for which it was collected.



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PROGRAMS AND ACTIVITIES: Programs and activities are available with approval and organisation prior to arrival at Feathertop Chalet. Specialised activities include high ropes, giant swing, tree climb, leap of faith, mountain biking, archery, flatwater kayaking, raft building, river tubing, gold panning, bush cooking, initiatives, and low ropes. Feathertop Chalet provides trained staff for these activities.

Other activities include swimming, tennis, soccer, mini golf and indoor hockey/soccer.

Outside tour operators or venues such as Bright Adventure company, Adventure guides Australia, Trout and Salmon farm, HV kitchen (ice creamery), Indigenous Learning Program, Historical Museum can be arranged.

It is the responsibility of the hiring group to provide adequately trained, experienced and skilled leaders for any activities undertaken by the group. Feathertop Chalet reserves the right to assume control of delivery, withdraw equipment or access to activities should the hiring group not provide suitably trained, qualified or experienced leaders; be found abusing equipment; or if a representative of Feathertop Chalet, in their expert opinion, feel concerned or uncomfortable for the safety of any guest or neighboring persons. Appropriate charges may be applied to the hiring group.

When Feathertop Chalet staff have the agreed responsibility to lead or instruct an activity, they will take responsibility for the technical skills and related safety of the group. Hiring group leaders are responsible for the supervision and behavior of group at all activities, to and from the activity, and for those campers awaiting First Aid.

SAFEGUARDING CHILDREN: Feathertop Chalet is committed to the safeguarding and wellbeing of all children and young people accessing our facilities. We are committed to reducing the risk of harm to children and young people. We support the rights of the child and will strive to deliver a child safe environment always. All our staff have passed and hold a current 'working with children check'.

LIABILITY: Feathertop Chalet provides access to a range of challenging and educational programs and activities. The hiring group organizer accepts that the activities selected from the Feathertop Chalet activities program, as detailed in the Feathertop Chalet Activities Guide and risk assessment, have certain risks involved and agrees that the school or hiring group has ascertained these risks when booking the program. As far as the law allows, the school or hiring group indemnifies Feathertop Chalet Ltd its board, staff, agents, and landlords against any loss which a hiring group guest or student, staff member, agent of the school body or volunteer may sustain as a result of participation in the activities chosen.

The hiring group organizer also acknowledges on behalf of the school or group, that all participants are in good health with no pre-existing conditions that might increase personal or group risk during participation in chosen activities. With prior arrangement, Feathertop Chalet is happy to arrange alternative activities or educational programs for any person who is unable to participate in any chosen activity program. Please note that Feathertop Chalet requires that hiring groups or schools follow the SSEB guideline for school excursions or operate under similar guidelines. The SSEB guidelines are available at www.education.vic.gov.au



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NOTE: Guests are requested not to bring wood, sticks, tarpaulin cover sheets or other materials onto the Chalet grounds or to construct temporary external structures for any purpose without approval at the time of booking. The costs of cleaning or repairing grounds or removing materials following unauthorized guest activities will be charged to the group coordinator.

Terminating the occupancy: *Feathertop Chalet reserves the right to terminate the occupancy without notice for any breach of the General Conditions for Hire. We appreciate your support for where action is deemed necessary to ensure the proper conduct of the camp.*

I have read the information above and agree to abide by them. I also acknowledge it is my responsibility to inform the group of these conditions, including first aid arrangements, emergency procedures and the safety brief.