



WILLOW PARK CHRISTIAN CAMP

Conditions of Hire

Please read these Conditions of Hire carefully. By confirming your booking, you agree to be bound by these as a legal contract. Hiring charges are reviewed annually and are subject to change.

Terms of Payment

Your booking is confirmed once you have clicked '**Confirm Booking**' on the Booking Form email **and** we have received your **Deposit Invoice payment**. When only your Deposit Payment is received, we will assume you have accepted the Booking Form with the Terms and Conditions.

Until the Deposit Invoice is paid, your requested/offered dates remain available to other enquiries.

New clients will be required to supply a copy of the group organiser's photo ID when booking.

Deposits are non-refundable and non-transferable.

Final Payment: Accounts must be settled in full within **7 days** of receiving your final invoice.

(Family Reunion/Family Gathering: special conditions apply, see below.)

Cancellation Policy

We understand that unexpected events occur. However, late cancellations limit our ability to secure an alternative booking and cover the loss of income for Willow Park.

For cancellations, the following fees apply:

- Cancellation within **60 days** of arrival: 50% of your total expected booking value.
- Cancellation within **2 weeks** of arrival: 75% of your total expected booking value.

If we can resell your dates to another group, we will waive the cancellation fee (excluding the deposit) up to the value of the replacement booking.

(Family Reunion/Family Gathering: special conditions apply, see below.)

Family Reunion/Gathering - Additional Terms of Payment & Cancellation Policy

In addition to the initial required deposit:

- **50%** of the total estimated bill is **due 6 months before** your arrival date. If your booking is confirmed less than 6 months before arrival, the 50% payment is due within 7 days of booking confirmation.
- The **final estimated balance** is **due one month before arrival**.
- Any additional costs incurred during your stay will be charged on a supplementary Invoice on departure; payable within 7 days.

If any payment is not received by its due date, we reserve the right to cancel the booking and retain any amounts already paid.

These bookings are not subject to the standard Cancellation Policy. Instead, **if you cancel your booking, Willow Park will retain all payments received up to the date of cancellation**. All other conditions in this document apply.

Minimum Numbers

Booking type	Minimum paying guests	Minimum stay
Standard Weekday	40	1 night
Weekend	80	2 nights
Public holiday weekend	80	3 nights

If your group falls below the minimum number, we reserve the right to charge for the minimum number or, where catering and staffing requirements make it necessary, cancel the booking.

Final Information

Your Final Information: **Guest Portal** and **Final Requirements Form** must be **submitted no later than 10 days before** your stay. Any changes past this deadline will incur an admin fee of \$50.

Please note that if the actual number of attendees is fewer than the confirmed number, invoicing will be based on the confirmed number provided at the 10-day deadline.

Arrival & Departure

Standard arrival time is from **2:00 pm onwards**. Standard Departure time is **by 10:00 am**.

If you have booked an **Early Arrival** and/or **Extended Departure** please see your Booking Form details.

If you have booked an **Extended Departure** (facilities use after 10:00 am) All sleeping accommodations must still be fully vacated **by 10:00 am** on departure day, luggage may be stored on site.

Catering

We provide **full on-site catering only**. Guests are not permitted to bring their own meals; self-catering is not available. You may bring your own pre-packaged snacks, e.g. biscuits.

For main meals, **everyone in the group must be seated** in the Dining Room at:

Breakfast Seating 8:00 am, Lunch Seating 12:30 pm, Dinner Seating 5:30 pm.

Booked **Special Diets** are called up first; please make sure all guests are aware of this.

Meals cannot be saved for late arrivals.

Tea and coffee are available 24/7 in the Dining Room.

In general, we **do not cater Friday night Dinner** unless special approval is given.

Bedding / Linen

Motel Units and Laidlaw Lodge Twin Rooms 17 - 19: Bedding/Linen is provided (sheets, pillows, pillowcases, blanket and towels).

Laidlaw Lodge Upstairs Dormitory Cabins: Only mattresses are provided; guests must bring their own bedding/Linen. Mattresses are not to be removed from beds or bunks.

Daily Duties and Final Clean Up

Daily Duties must be monitored by your **Designated Onsite Group Leader** and meet requirements.

If you choose to do your own **Final Clean Up**, the camp must be clean, tidy, and ready for staff checks **by 10:00 am on departure day**. A task checklist and cleaning supplies are provided.

A cleaning fee will apply if standards are not met.

For **Extended Departure** bookings, **all sleeping accommodations** must be fully cleaned by **10:00 am, ready for checks**. Other hired facilities must be cleaned **before your booked departure time**.

Quiet Hours

Willow Park is situated in a residential area. Please keep noise down from 9:30 pm and remain indoors during quiet hours **10:00 pm to 7:00 am**, out of respect for our neighbours and the staff who live onsite. Where a **noise complaint** is recorded during a booking, whether raised by a camp staff member, a neighbour, or a noise control officer, Willow Park may hold the deposit or charge a fee to cover staff time and management of the complaint.

- A **single warning** will be issued before a complaint is formally recorded. Further breach may result in an amount being held or charged.
- In serious or repeated cases, early event closure may be enacted, and remaining costs will still be payable in full.

Safety

Each group must bring its own **First Aid Kit** suitable for the size of your group.

Each group is required to appoint a **Designated Onsite Leader and Safety Officer**, responsible for:

- Facilitating emergency procedures if needed.
- Administering first aid.
- Overseeing group behaviour and reporting any damage, breakages or hazards to staff.
- Ensuring group safety during activities (**RAMS** are available and must be followed).
- Keeping onsite/offsite guest list available and up to date. We recommend using our check-in system on the Guest Portal; you will need a device (laptop/iPad) for this.

In line with **fire safety regulations and insurance requirements**, a full list of all people on/off site, including day visitors, must always be available and kept up to date. On arrival, our hosts will point out **fire safety equipment** and give a **safety briefing** to you/your group.

General Rules

Alcohol is not permitted in camp and must not be brought onto the campgrounds.

Our camp is smoke-free; smoking and vaping are not permitted (no gathering at camp entrances).

No animals are allowed on site or in vehicles on site (except for medically certified guide dogs).

No graffiti will be tolerated; this includes under bunk beds. This will be classed as damage.

Responsibilities, Damage & Liability

Groups are responsible for paying for any damage or loss to camp buildings, grounds, or equipment during their stay. Camp equipment must only be used for its intended purpose.

It is the responsibility of the **Designated Onsite Leader** to ensure the venues are secured at night and other times when no one is using the venue. The Designated Onsite Leader will be held liable for any theft of equipment if the venue has not been secured.

Groups are to gather and take any lost property home with them. When personal property is found onsite, it will be held for no longer than one month.

The camp is not responsible for any injury or accidents that may occur during your stay. **Please report all injuries or accidents to a staff member.**

Groups agree to take responsibility for their own actions and those of their members, including always watching and **supervising children and young people**. This includes but is not limited to onsite activities, the playground, safe use of equipment and water activities.

If an unexpected event (such as an earthquake, fire, flood, severe weather, or civil disturbance) stops either you or us from meeting our responsibilities, neither side will be held responsible.