

Terms of Hire

Updated 18 October 2024

Crosslands is a Seventh-day Adventist Church-owned, multi-use facility. Unless an exclusive booking is arranged, please note that other groups may be using the venues, activities, and resources during your stay. Crosslands Management will assist in coordinating the shared use of resources.

Minimum Booking Requirements:

- Weekday or General Weekend: Two-night minimum. All individuals pay for two nights.
- Long Weekend (Fri - Sat - Sun): All individuals pay for a three-night weekend.

The overnight accommodation period is from 4 PM until 2 PM the following day.

Groups requesting an early arrival or late departure to extend activity time will be considered on a case-by-case basis. Additional charges may apply for extended times.

A shortfall of minimum booking numbers will be charged at the adult rate for accommodation and camping bookings.

Applications:

Where an application is made on behalf of an organisation or group, the applicant will state the name of that organisation and his/her authority to make the application.

Bookings are considered confirmed only upon receipt of the deposit and a signed booking form. Paying the deposit signifies an acceptance of the terms and conditions.

Arrival / Departure Requirements:

All group leaders must complete duty of care, and administration requirements before entering accommodation or setting up tents. A register of all people staying on the property, including day visitors, must be lodged at the office before arrival.

A 7-day invoice is issued on departure. If the final payment is not received within 7 days, a 10% administration fee will be applied to the outstanding balance.

Important Hire Conditions:

- No cigarettes, alcohol or drugs are allowed on the property (strictly enforced).
- Each group is responsible for bringing their own First Aid Kit.
- All accidents causing injury must be reported to Management.
- Noise Curfew: No amplified sound or public address systems *after* 10 pm. No noise *after* midnight. No amplified noise *before* 7 am Monday – Saturday. No amplified noise *before* 8 am Sunday.
- No pets. Assistance animals are only allowed if reasonable proof is provided that the animal is accredited, and Crosslands Management is notified in advance.
- All vehicles must be parked in the car parks provided, ensuring service roads remain clear for service and emergency vehicles. Any unattended vehicle obstructing an access road will incur an infringement notice.
- Do not attach signs or posters to painted surfaces. Glitter, coloured powder, and water balloons are prohibited.
- Candles are not allowed in accommodation or tents.

Supervision of Campers:

- Children must be supervised at all times, and the group is responsible for taking appropriate measures to ensure the safety and proper behaviour of those in their care.
- Adequate supervision is required for both swimming pool and canoeing activities.
- Personal floatation devices must be worn at all times when canoeing/kayaking.
- No swimming at night without lights. Please seek permission before swimming after hours.
- If using the pool inflatable, ensure a responsible adult is stationed on each side of the pool for safety.
- Only swimwear is allowed in the pool; no other clothing is permitted.

Caring for Campsite:

- The campsite must be kept clean and tidy.
- No items, including equipment, plates, glasses, and cutlery, should be removed from the facilities.
- Canoes, paddles and PFDs should be cleaned and packed away daily and never left on the ramp.

Departure and Clean-Up:

- Accommodation areas must be cleaned and vacated by no later than 9 AM on the day of departure. The group may continue to use the dining/function hall, meeting rooms, and common toilet areas until final clean-up.
- LAST MEAL: Breakfast or a packed lunch to go.
Ensure sufficient time is allocated for cleaning the kitchen to meet NSW health and safety standards.
- Each group is responsible for restoring the property to its original condition, which includes the presentation of facilities, kitchens, accommodation areas, and grounds. All furniture must be returned to where it was found.
- A cleaning schedule is provided in each room and must be completed before leaving.
- FACILITY CHECK: Half an hour before departure.
- Cleaning charges will apply if the premises are left unsatisfactory.

Refuse Disposal:

- Crosslands has a limited number of bins, and fees may apply for items left for disposal on your behalf.
- Surcharges will be incurred for excess bin usage.

Lost Property:

Crosslands will not be held responsible for any lost, stolen or damaged property belonging to the hirers.

Damages:

Report all breakages. Damaged property must be reported to Centre Management. Damages caused other than as a result of wear and tear will be charged to the group.

Liability:

Crosslands has a third-party public risk insurance to cover management, employees and volunteers in the event of an incident causing them to be held liable. While everything practical is done to ensure both the comfort and safety of each guest and whilst due care will be exercised by the staff of Crosslands, the said staff will not incur any responsibility or liability whatsoever for any accident or illness to any guest or damage to other guest's property which may happen through any circumstance.

The hirer should also have public risk insurance in case an incident should cause them to be held liable. A certificate of currency should be supplied with your application form.

The hirer will not take legal action against Crosslands should there be any injury caused by the hirers or their invitees.

Cancellation Policy Accommodation:

- Deposits/Booking fees are non-refundable.

All cancellations must be advised in writing and are subject to these terms: A cancellation received within 4 months of the booking date, with no replacement client, will incur a fee of 85% of the greater of either the expected number or the minimum number required. Should a booking be secured by Crosslands in substitution, then the amount due will be reduced by the value of the substitution.

Cancellation Policy Tenting – Camping – Day Groups:

- Deposits/Booking fees are non-refundable.

Cancellation Fees payable:

31+ days = 25% of your expected number

15 - 30 days = 50% of your expected number

00 - 14 days = 100% of your expected number

Cancellation by Camp Management:

- a) In the event that the campgrounds cannot be made available to the Applicant on the date(s) for the period specified in the booking confirmation due to Government restrictions or declared emergencies such as fire or flood damage, or any reason deemed unsafe by Crossland's Management, Crosslands will not be liable for any loss, damage or injury whatsoever suffered by the Applicant by reason of the unavailability of the campgrounds – with the exception of refunding in full to the Applicant any deposit(s) paid for the booking cancelled or allowing for a postponement of the booking to another mutually agreed date within the current year where possible, or corresponding period of the following year and of the same type and/or value.
- b) Notwithstanding that the Booking Form and this Agreement have been accepted and the booking confirmation forwarded to the Applicant, Crossland's Management will have full discretion to cancel the booking under the preceding clause (a) and direct the return of the deposit paid. The Applicant will hereby agree to this condition and also agree that no claim at law or in equity for any loss or damage will be made.

Breach Of Agreement:

- a) Persons or groups not adhering to the terms of hire may be asked to leave by the management and will have no redress or refund of fees. Crosslands Youth & Convention Centre management reserves the right, at their sole discretion, not to approve any application or to cancel the agreement at any time for any breach of policy and procedures.
- b) Failure to comply with the requirements of this policy will be regarded as a breach of the Agreement, giving Crosslands Youth & Convention Centre the right to take legal action for recovery of any amount due or to cancel all or any such future bookings.