



TERMS & CONDITIONS

OCTOBER 16, 2026

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1. WELCOME

Thank you for choosing Camp Cooby at Lake Cooby for your special occasion.

We've hosted hundreds of camps, celebrations, and corporate events on our beautiful 50-acre property beside Lake Cooby. We know what makes events run smoothly; and what can derail them.

These Terms and Conditions exist for one reason: to make sure your event is everything you're hoping for. They set clear expectations so there are no surprises, protect your investment, and help us deliver the experience you deserve.

We've tried to write them in plain language. If anything is unclear, please ask. We'd rather answer questions now than have misunderstandings later.

We can't wait to be part of your story.

The Camp Cooby Team

2. DEFINITIONS

In these Terms and Conditions, unless stated otherwise:

- a) Booking Agreement means any booking form submitted by You to Us.
- b) Event means the event and date specified in the Booking Agreement agreed upon by You and Us
- c) Event Services means the services specified in the event package of your Booking Agreement or the services agreed upon by You and Us.
- d) Booking Period means the period from the first day to the last day of your confirmed camp dates (inclusive).
- e) Booking Start Date means the first day of your Booking Period. This is the date by which all payments must be finalised.
- f) You/your means the client obtaining the Event Services.
- g) Camp Cooby or we/us means Cooby Reflections Pty Ltd ABN 39 610 886 194
- h) Premises means the premises located at 239 Loveday Road, Geham Queensland and any other location utilised for the purposes of your Event and delivery of Event Services.
- i) Force Majeure is an event or circumstance which is beyond the control and without the fault or negligence of the party affected and which by the exercise of reasonable diligence the party affected was unable to prevent provided that event or circumstance is limited to the following: (a) riot, war, invasion, act of foreign enemies, hostilities (whether war be declared or not), acts of terrorism, civil war, rebellion, revolution, insurrection of military or usurped power, requisition or compulsory acquisition by any governmental or competent authority (b) ionising radiation or contamination, radioactivity from any nuclear fuel or nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous

properties of any explosive assembly or nuclear component (c) pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds (d) earthquakes, flood, fire or other physical natural disaster, but excluding weather conditions regardless of severity (e) strikes or industrial disputes at a national level, or strikes or industrial disputes by labour not employed by the affected party, its sub-contractors or its suppliers, and which affect an essential portion of the works, but excluding any industrial dispute which is specific to the performance of the works or this contract.

3. PROVISION OF SERVICES

Subject to these Terms and Conditions, Camp Cooby:

- a) Grants you a licence and authority to use the Premises on the Event date; and
- b) Agrees to provide the Event Services to you for the purposes of presenting the Event.

These Terms and Conditions do not create a tenancy or any other relationship between Camp Cooby and you other than that of licensee and licensor. You must not sub-lease or on-hire any part of the Premises or Event Services.

4. BOOKING CONFIRMATION

You acknowledge your Booking is confirmed upon receipt of your Booking Agreement and your Booking Deposit is received by us. By paying a deposit you are agreeing to the Terms and Conditions of Camp Cooby. Camp Cooby will be under no obligation to proceed with the function if the deposit or full payment has not been received within designated times.

5. CANCELLATION OF A CONFIRMED BOOKING

We understand plans change. This section explains what happens if you need to cancel, so you can make informed decisions.

Written notice is required for any cancellations or changes to dates. The booking is not transferable.

If you cancel your tentative booking before Camp Cooby has received the Booking Deposit you will not be liable for any costs, however, your booking will expire and your Event Date will be able to be booked by others.

If you cancel your confirmed booking after the Booking Deposit has been received by Camp Cooby, payments made to that date are non-refundable, the Booking Deposit and your booking will expire, and your Event Date will be able to be booked by others.

If you cancel your booking after any payment/s have been received by Camp Cooby, payments made to that date are non-refundable the Booking Deposit and all payment/s made to that date, your booking will expire and your Event date will be able to be booked by others.

The deposit is non-refundable. All amounts paid towards the event are non-refundable.

A Deposit will not be "rolled" over for successive year bookings.

6. CHANGE OF DATES

A change of date of your Event will be considered the same as a cancellation, due to the date-specific nature of our business activities. Any changes to dates must be requested in writing and you acknowledge your request may not be accepted.

Requests to postpone or move camp booking dates will be rejected unless the change is mutually beneficial to Camp Cooby and all clients affected by the change.

7. SECURITY BOND

Before your Event, an additional Security Bond of \$1000 may be required on top of your deposit. We will advise you at the time of booking confirmation if a Security Bond is required.

The Security Bond will only be used by us to cover any additional, last minute expenditure requested by you or any loss or damage incurred as a consequence or in the course of holding your Event or in consequence of the actions of any guest prior to, during or after the function (including but not limited to minor items or decorations being stolen by a guest). If the Security Bond is insufficient to pay for such loss or damage, you will be responsible for any short-fall. The Security Bond will be refunded after the function; less any incidentals or damage.

8. CAMP COMMUNICATION

Clear communication is the foundation of a successful event. Knowing who to contact—and who can make decisions—helps us respond quickly and avoid delays.

You are responsible for ensuring that there are agreed nominated representatives who will have proven electronic communication availability 24/7. This information as to whom is the principal contact, who will be the activity group contact people along with their contact numbers must be provided to Cooby Reflections and Camp Cooby one month prior to the camp start date. If, during the camp, there are any change; these must be communicated immediately.

You must provide the following contact details in writing at least 4 weeks before your Event:

- Primary Contact: The person with authority to make binding decisions and approve additional costs
- On-Site Leader: The person physically present and responsible during the Event
- Emergency Contact: A 24/7 contact for urgent matters
- Group Supervisors (camps only): Teachers or leaders responsible for participant supervision

9. PARTICIPANT NUMBERS

Final numbers help us prepare the right amount of food, staff, and seating. Confirming early means we can focus on the details that make your event special, rather than scrambling at the last minute.

Minimum Numbers

Our minimum booking size is 15 participants. If your booking numbers are below this, you will still be required to pay for the minimum 15 participants, as this reflects our base costs for staffing, supervision, and risk management.

Confirming Your Numbers

You must advise Camp Cooby in writing of your final participant numbers at least 4 weeks prior to your camp. Your final invoice will be based on the numbers you provide at this point.

We will cater for and charge for your confirmed numbers even if fewer participants attend, as we incur costs based on the numbers you provide. After final numbers have been confirmed, there will be no refund for reduced attendance.

Late Changes

Once your participant numbers have been confirmed, we will make reasonable efforts to cater for additional participants, however our approval is required before we can confirm availability. Any changes made after your final numbers have been confirmed may incur an additional administration fee.

10. FOOD, BEVERAGE AND DIETARY REQUIREMENTS

You must confirm your selected food and beverage requests in writing at least 4 weeks prior to your Event. Changes made within 4 weeks of your Booking Start Date may incur additional charges. We may amend or change menus or services should they deem necessary due to supply availability.

Dietary Requirements

Camp Cooby operates a nut-free kitchen and caters for a range of common dietary requirements as part of our standard service.

Standard Dietary Requirements (No Additional Charge)

The following dietary requirements are accommodated within our standard catering:

- Nut allergies
- Dairy-free / Lactose intolerance
- Vegetarian
- Religious requirements (no beef, no pork)
- Egg allergy (non-anaphylactic)
- Soy allergy

Complex Dietary Requirements (Surcharges Apply)

Some dietary requirements involve increased preparation time, specialist ingredients, or separate cooking processes. These requirements attract a per-person, per-day surcharge as outlined in our current Service and Price Catalogue.

Complex dietary requirements include but are not limited to:

- Gluten-free
- Coeliac
- Vegan
- Combined restrictions (e.g., gluten-free and dairy-free)
- Low FODMAP
- Onion and/or garlic allergies
- Other combined or complex restrictions

BYO Meals

In some cases, the safest and most practical option is for guests to provide their own meals. We may recommend this approach for:

- Severe Coeliac disease requiring strict cross-contamination avoidance
- ARFID (Avoidant/Restrictive Food Intake Disorder)
- Multiple severe allergies
- Complex medical dietary protocols

Where BYO meals are agreed, we will provide access to refrigeration and reheating facilities.

Notification and Assessment

You must submit participant dietary information at least 4 weeks prior to your camp. We will assess each requirement and advise you in writing of any applicable surcharges before your final invoice is issued. Alternatively, additional costs for dietary requirements may be issued in a supplementary invoice.

Food Preferences

Camp is about new experiences - including trying new foods. We do not accommodate food preferences or selective eating. Requests such as "only eats chicken nuggets" or "doesn't like vegetables" are preferences, not dietary requirements, and will not be catered for.

If a participant has a diagnosed medical condition affecting eating (such as ARFID), please discuss this with us directly.

11. ACTIVITY SUBSTITUTION RIGHTS

Activities may be substituted at our discretion due to weather conditions, safety considerations, or staff availability. We will endeavour to provide alternatives of equivalent value. Substitution of activities does not entitle you to a refund or discount.

12. EVENT SETUP AND DURATION

Our neighbours and the local wildlife appreciate a peaceful night too. These times help us be good community members while still giving you a fantastic celebration.

We are unable to grant you early access to the Premises prior to your Booking Start Date for setup; however we encourage you to arrange a time to drop-off any equipment before the date of your Event. Please contact us to arrange a suitable time.

Camp Cooby offers a school and youth camping experience quoted on delivery of services at agreed times. Failure to abide by the itinerary, with the result of consequent overruns for activities and catering may result in additional staff costs being charged to you. Event start time and finish times will be listed on your Booking Agreement form. These event duration times must be strictly adhered to and variations to these times can only be granted with prior and written agreement from us. A late finish may incur additional charges.

13. CONDUCT AT YOUR EVENT

Most of our guests are wonderful - this section simply ensures everyone knows what's expected so your event isn't disrupted by the actions of a few.

You are responsible for the conduct of all guests and will take full responsibility for any damage to persons or property caused by your guests and will pay incurred costs or cover any loss of business. "Damage" is considered as breakages that impair the value, usefulness, or normal functions of items, equipment, furnishings and buildings of Camp Cooby.

Any damage that occurs while your guests are on Premises must be reported to Camp Cooby as soon as possible on the first business day following the hire.

You and your guests must conduct yourselves in an orderly manner and in full compliance with applicable laws. You must use all reasonable endeavours to ensure no disturbances or nuisances will be caused to any guests, visitors or neighbours of Camp Cooby.

14. SECURITY

Should we deem it necessary for a specific Event, security guards may be required. All security needed will be booked by Camp Cooby and is at the expense of you. Should we deem it necessary to engage in security guards to provide assistance regarding a disturbance or to deal with the unruly behaviour of your guests during your Event, you will be charged for the costs of engaging security guards.

15. ILLICIT OR RECREATIONAL DRUG USE

Camp Cooby have a strictly enforceable no smoking, no drugs, no alcohol policy in place for all school camp and youth bookings. Failure to comply with this will result in cancellation of the booking with immediate effect and forfeiture of all booking payments made by the booking organisation.

School camps and youth programs: No alcohol is permitted under any circumstances. This applies to all participants, supervisors, and visitors.

Adult group bookings: If alcohol is to be consumed, you must utilise our Beverage Services. No BYO alcohol is permitted without prior arrangement and use of our RSA-compliant service staff. Contact us to discuss options.

Breach of this policy will result in immediate cancellation of the booking with forfeiture of all payments.

Any guest found to be in possession, or under the influence, or suspected influence of drugs or alcohol will be asked to leave. If this doesn't happen, we may need to request security guards or police attendance. Any costs involved in removing the requested person/s will be attributed and debited against you.

Smoking is not permitted on the Premises during camp programs and, outside of these times, only in the designed smoking area. The property is in a rural area and subject to strict fire conditions and regulations. All guests must comply with these in full. You will be provided with information regarding the fire restrictions relevant to your booking. Open fires are only allowed with permission from Camp Cooby.

By law no one is permitted to smoke within 6 meters of building entrances. Smokers must use the ashtrays provided by Camp Cooby in the designated smoking areas. Failure to do so may result in an excess cleaning fee being deducted from the Security Deposit.

16. ENTERTAINMENT AND NOISE

Whilst Camp Cooby is in a rural area, there are local neighbours, wildlife and fauna. Noise regulations apply with noise levels not exceeding those of applicable council regulations. Complaints about noise may result in either a fine and/or request to leave the property.

Camp Cooby therefore reserves the right to control the quality, style and volume of any entertainment booked. All entertainment in every form must be discussed and approved by us

prior to your Event. We may refuse approval of entertainment in any form prior to your Event if it does not conform to our guidelines.

17. REQUEST TO VACATE THE PROPERTY.

If guests and / or their visitors are requested to leave the property, they will be asked to do so immediately. Failure to do so may result in enforced removal with police escort. Any costs incurred due to non-compliance with a Management request to leave the property will be billed separately to the organiser's final bill. Guests requested to leave the property will forfeit all payments made to that date and may be liable to additional charges resulting from activities and actions resulting in the request to vacate the premises.

18. ADVERTISED PRICING, MENU, FACILITIES OR ACTIVITIES

Prices quoted more than 12 months in advance will incur a CPI increase. All prices quoted are exclusive of GST, unless otherwise indicated.

While we endeavour to maintain prices as printed, these may be subject to reasonable increases due to CPI changes or to reasonably unforeseen factors. In the unfortunate event that our suppliers increase their prices, these fees will be on-charged to you.

Menus are indicative only and may change due to availability (or costs) of seasonal foods, specific suppliers or staffing. We are happy to assist you in your choices from the range on offer. Any changes to menus will be discussed with you prior to the changes.

Camp Cooby is a high quality and well-maintained venue on a 50 acre property next to Lake Cooby. A significant portion of your camp costs goes towards maintaining the property whereby we run a regular maintenance program. We do our best to avoid this having any impact on your Event. However, from time to time some advertised facilities and places on the property may be unusable due to maintenance, repair or improvement.

Camp Cooby makes equipment and furniture available to you, including but not limited to standard chairs, tables, sporting equipment, team building activities, and linen, however, some advertised equipment may be unusable due to repair or replacement. In these cases, we will endeavour to provide suitable alternative substitute equipment.

Activities may be substituted according to safety of prevailing conditions and qualified staff being available.

19. PAYMENT

19.1 Payment Approach

Our payment approach helps us plan staffing, order supplies, prepare meals and dietary requirements, and prepare your event with confidence. It also protects your booking - once we've received your payments, your date is locked in.

We require payment before your experience begins. This approach allows us to:

- Confirm staffing, catering, and supplies with certainty
- Lock in your dates without risk of cancellation
- Eliminate post-camp invoicing and administration for both parties

- Minimise overall administration costs which impact the price we can offer to you

We understand schools and organisations operate within budget cycles, and our payment schedule is designed to work within these constraints while ensuring we can deliver an exceptional camp experience.

19.2 Payment Schedule

Payments are made by direct deposit unless otherwise agreed. You agree to pay the quoted fees as follows:

Payment	Amount	Due Date
Booking Deposit	10% of quoted total	Within 7 days of tentative booking
Final Balance	Remaining balance based on confirmed final numbers	Before your Booking Start Date
Supplementary Invoice (if applicable)	Additional charges not covered in Final Invoice	Within 7 days of invoice date

19.3 Final Numbers and Invoicing

You must confirm your final participant numbers at least 4 weeks before your Booking Start Date. We will then issue your Final Invoice based on these confirmed numbers. This invoice must be paid in full before your Booking Start Date.

19.4 Supplementary Invoice

A Supplementary Invoice may be issued after your Event to cover additional charges not included in your Final Invoice. These may include:

- Additional participants beyond confirmed numbers
- Additional services or resources requested during your Event
- Damages to property, equipment, or facilities caused during your Event
- Other costs incurred as a result of your Event

Supplementary Invoices are payable within 7 days of the invoice date.

19.5 What Happens If Payment Is Not Received

Situation	Consequence
Deposit not received within 7 days of issue	Your tentative booking expires and dates become available to others. Any payments made are non-refundable.
Final Balance not received before Booking Start Date	Camp delivery cannot commence. Your booking will be treated as a late cancellation and any payments made are non-refundable.
Supplementary Invoice not paid within 7 days	Overdue balances will incur a 5% late fee. Outstanding amounts may affect your eligibility for future bookings with Camp Cooby and/or Cooby Reflections.

19.6 Credit Card Payments

Where payment by credit card has been agreed, credit card details may be kept on file to finalise any outstanding payments after your Event, including Supplementary Invoice amounts. By signing the Booking Agreement, you authorise Camp Cooby to deduct any outstanding charges from your credit card. Credit card details are stored in accordance with current legislative requirements.

19.7 Protecting Your Booking

Once we receive your Booking Deposit, your dates are secured. Once your Final Balance is paid, your camp is fully confirmed with no further financial administration required from either party - unless a Supplementary Invoice applies.

20. SURCHARGES AND ADDITIONAL CHARGES

We believe in transparent pricing with no hidden surprises. This section explains when additional charges might apply, so you can plan accordingly.

A surcharge of 20% applies to the total event cost for all functions held on Sundays and Public Holidays. This surcharge covers increased operational costs and staffing requirements for these days.

Any additional services or modifications requested within 30 days of your Event may incur extra charges and must be approved in writing by our General Manager. This includes changes to participant numbers, program requirements, menu selections, or service timing.

The Event organiser agrees to pay any additional costs incurred by Camp Cooby including but not limited to:

- Extra setup, operation, or cleanup requirements
- Repair or replacement of damaged property
- Additional security services
- Extensive cleaning beyond standard requirements
- Regulatory compliance costs including permits and inspections
- Legal fees or government charges related to the Event

Due to their contingent nature, these costs may not be included in original quotes.

Camp Cooby reserves the right to invoice the Event organiser for any additional charges following the Event. All such charges will be itemised and supported with documentation where applicable. Payment for additional charges is required within 7 days of invoice date.

21. LOSS OR DAMAGES

Camp Cooby does not accept responsibility for damage, or loss of, any client's property left in the premises prior to, during or after a function.

You are responsible for any loss or damage to the Hired Facilities or Premises (including fittings and equipment) and any injury to a staff member caused by any guest of or contractor engaged by you or your agents prior to, during or after the function or Event.

You shall also be responsible for loss, theft or damage to their property and or the property of any guest or contractor engaged by you or your agent, left on the Premises prior to, during or after the function and shall indemnify Camp Cooby in respect of any such loss, theft or damage.

We strongly recommend that you obtain appropriate insurance for public liability and your personal property including gifts.

Costs for loss or damage may be recovered via Supplementary Invoice (see Section 19.4) or deducted from your Security Bond (see Section 7).

22. LOST PROPERTY

We host groups every week, and despite everyone's best efforts, items get left behind. This policy ensures lost property is handled fairly while keeping our focus on delivering great camp experiences.

22.1 Our Responsibility

Camp Cooby does not accept responsibility for any personal property left on the Premises before, during, or after your Event (see also Section 21).

We will make reasonable efforts to identify and secure lost property found after your group departs. However, we cannot guarantee that lost items will be found or recovered.

22.2 Storage Period

Lost property will be held on-site for one (1) month from the date it is found or reported. If lost property is found and can be linked to your booking, we will attempt to contact you.

After one month, unclaimed items will be disposed of, donated, or discarded at our discretion.

22.3 Collection Options

Option 1: Collect in Person

You may collect lost property from Camp Cooby at a mutually convenient time. All visits must be pre-arranged, as we cannot accommodate unscheduled visitors while school groups or other bookings are on-site.

Option 2: Arrange Your Own Courier

We can arrange for a courier service (such as Pack & Send) to collect the item directly from our Premises. You are responsible for:

- All courier and packaging costs (paid directly to the courier provider)
- Arranging the pickup time with the courier
- Providing any necessary packaging materials

We can obtain a quote on your behalf upon request.

22.4 What We Cannot Do

Due to the volume of groups we host, we are unable to:

- Store lost property beyond one month
- Pack or prepare items for postage
- Transport items to post offices or courier depots
- Cover any postage, courier, or packaging costs

22.5 Labelling Recommendation

We strongly recommend all participants clearly label personal belongings with their name and contact details before attending camp.

23. RECORDING AND IMAGERY

Camp Cooby reserves the right to use any image, photograph or video taken of your Event, for the purpose of any legitimate training, safety review, or marketing activities for Camp Cooby. Imagery, sound, or videography could be taken by us or your sub-contractors and you expressly give permission for these recordings to be provided to Camp Cooby for the use in marketing activities in any medium including but not limited to television, internet, newspaper or other print mediums.

If you do not wish participants to be included in marketing materials, please advise us in writing before your camp. We will use reasonable efforts to exclude identified individuals.

Note: You are responsible for obtaining appropriate permissions before photographing or filming staff of Camp Cooby.

24. CREATIVE THEMING

We love creative styling - it's what makes each event unique. These guidelines protect our natural environment, local native animals, and ensure the venue is ready for the next person's special day.

At Camp Cooby we pride ourselves in the quality of our facilities and making sure all theming and creative styling provided by you are in keeping with the spirit and care of the natural Venue.

All decorations and creative theming must be pre-approved with Camp Cooby.

The following is not permitted at Camp Cooby:

- a) Nothing is to be nailed, screwed, stapled or adhered to any wall, door, furniture, or other surface of buildings on Camp Cooby property
- b) Signage in public areas must have been approved in advance by management.
- c) Table scatters, confetti or glitter or any kind may not be used
- d) Candles or naked flame of any sort including fireworks are not permitted anywhere on Camp Cooby property, unless prior, express and written permission has been received subject to prevailing Fire conditions on the day of the event.
- e) Streamers, party poppers or paper lanterns

A minimum cleaning fee of \$220 plus GST will apply if any of the above prohibited theming activities are undertaken, whether they have been approved by us or not.

25. SPECIAL EFFECTS

Smoke machines, special balloon effects, and or pyrotechnics cannot be operated at Camp Cooby anywhere on the property without prior, written and specific agreement which is subject to prevailing weather conditions and Fire Restrictions on the day. Fees and charges may apply to ensure adequate risk management and guest safety.

Fire pits may only be operated with prior approval, subject to fire conditions and after fire safety induction.

26. SELF-CATERING

Great food brings people together. Our catering is designed to fuel your camp experience while keeping things simple for you.

25.1 Our Catering Services

Camp Cooby operates a Council-approved commercial kitchen staffed by experienced, qualified chefs. We provide:

- Affordable, healthy meals designed for active camp programs
- Catering for most dietary requirements including vegetarian, vegan, gluten-free, and common allergies
- Flexible meal options from hearty breakfasts to campfire-style dinners

Our catering takes the complexity out of feeding groups - no shopping, no cooking rosters, no food safety concerns for your team to manage.

25.2 Self-Catering Availability

Self-catering is available by prior written approval only. To discuss self-catering options for your booking, please contact us early in your planning process.

Booking Type	Self-Catering Available?
School camps	By prior arrangement only
School day excursions	By prior arrangement only
Youth group camps	By prior arrangement only
Adult group bookings	By prior arrangement only
Accommodation-only bookings	By prior arrangement only

Common approved arrangements include:

- BYO packed lunches for day excursions
- Self-catered breakfasts for accommodation-only bookings
- Partial catering (e.g., Camp Cooby provides lunch, group provides other meals)

25.3 If Self-Catering Is Approved

Food safety is non-negotiable. These requirements protect your guests and ensure everything runs smoothly on the day.

Where self-catering has been approved in writing, you must:

- Notify us of your self-catering arrangements at least 4 weeks before your Booking Start Date
- Provide evidence of current food safety training for the person responsible for food preparation (where kitchen facilities are used)
- Comply with all Food Safety Standards under the *Food Act 2006* (Qld)
- Use only the designated self-catering facilities as directed by Camp Cooby
- Store all food appropriately and maintain separation from Camp Cooby catering supplies
- Remove all food and clean facilities to our standard before departure

A kitchen inspection will be conducted at checkout. Additional cleaning charges may apply if facilities are not left in an acceptable condition and may be recovered via Supplementary Invoice (see Section 19.4).

27. MEDICAL CONDITIONS AND MEDICAL CONSENT

Each participant and attending supervisor (everyone who attends camp) must complete a Medical Consent Form and/or complete a Waiver. All completed forms must be received by Camp Cooby 4 WEEKS prior to camp start.

Completion of a medical consent form does not imply that the participant is granted leave to undertake all planned activities agreed by us. Forms must provide full disclosure of any and all medical considerations that may inhibit the participant from being able to safely participate in activities. From time to time we may require further information so that an informed decision can be made as to whether the participant is able to safely participate in activities managed by the provider and or their representatives and agents.

Any additional staffing required to enable safe participation is the responsibility of the booking organisation. Any additional staffing for this purpose must be communicated in writing at the time of the original booking agreement and will be included in agreement costs for accommodation, catering and activities.

28. BEHAVIOUR MANAGEMENT AND RESPONSIBILITY

You have full and primary responsibility for ensuring that all participants in your group abide by: group agreed values, camp safety and behavioural guidelines which include but are not limited to: respect for environment, property and wildlife.

Staff and or their representatives will from time to time issue instructions to ensure safety for participants, facilitators, observers, wildlife and fauna. Failure to comply immediately will result in a participant being removed from the activity. In these instances, the booking organisation is fully responsible for safe management of that person/s.

Continued failure to comply with safety instructions will result in us, our agents or representatives requesting that the person leaves the Premises. We are not responsible for the pick-up and return home of anyone who needs to return home.

Camp Cooby will work with you to ensure a clear understanding of hierarchy for behaviour management so you can deliver and provide first aid response and support appropriate to the camp environment, activities that are being undertaken and location.

SUPERVISION REQUIREMENTS

You are responsible for providing adequate supervision throughout the camp:

- Standard programs: Minimum 1 supervisor per 20 participants
- High-intensity programs (water activities, high ropes): Minimum 1 supervisor per 10 participants

Your supervisors must be present and actively supervising during:

- All mealtimes
- Overnight periods
- Any activity where Camp Cooby staff are not directly supervising

Failure to provide adequate supervision may result in activities being modified or cancelled, or additional charges for Camp Cooby supervision if available.

EVENING PROGRAMS

Unless specifically included in your booking agreement, evening programs and supervision are your responsibility. Camp Cooby staff are not available to supervise or deliver evening activities outside contracted hours. If you require Camp Cooby to provide evening programs, this must be arranged and quoted in advance.

29. FIRST AID

First Aid responsibility lies with you and you must provide your own qualified staff and first aid kits so you can deliver and provide first aid response and support appropriate to the camp environment, activities that are being undertaken and location.

30. INDEMNITY

When you bring external suppliers onto our property, this section clarifies who's responsible for what. It protects both of us.

Due to the nature of the Premises, many suppliers, decorators and sub-contractors visit Camp Cooby to support a variety of different Events. As a consequence, we need to ensure all suppliers, decorators and subcontractors are aware of our onsite regulations and their legal responsibilities. Some activities or items may not be permitted on the Premises.

When you purchase one of our event packages, we undertake quality checks on our suppliers, decorators and subcontractors and we ensure they meet their legal responsibilities.

You are solely liable for and must indemnify and hereby indemnifies us from and against all damage made by, or brought against you. You will ensure that your contractors, agents, and guests do not perform any act or omission that indirectly or directly causes damage, and that would, if the act or omission were performed by you, would breach these Terms and Conditions. For the purposes of Indemnity, "damage" includes, but is not limited to, any and all liability, suits, actions, proceedings, claims, personal injury, death, demands, charges, costs, penalties, losses, damages and expenses.

31. BOOKING REFERENCE

All Events at Camp Cooby will be attached to an organiser. Your full name and date of function must be referenced for all queries, amendments and payments. You will be issued with a Booking reference number which will be used in all quotations and invoicing.

32. PROFESSIONAL STANDARDS AND CHILD SAFETY

Camp Cooby provides staffing par levels. As part of organising your Event, we can discuss these staffing levels with you. If you request additional staffing to enhance your guest experience, these additional staffing costs may incur an extra fee which you agree to pay as part of your Booking.

Camp Cooby does not permit any unaccompanied minor, aged or vulnerable person on site. Camp Cooby does not permit minors or vulnerable persons to be unsupervised at any time whilst on site. Supervision of minors and vulnerable persons is entirely the responsibility of the accompanying adult and or guardian and booking person or entity.

It is a requirement of Camp Cooby that all people coming on site must be either directly registered on arrival and departure or accounted for in group lists if part of a group booking. A guest list must be made available to the Camp Cooby Manager, either prior to arrival or on arrival. Last minute amendments to group numbers must be communicated immediately to the management of Camp Cooby.

33. FIRE SAFETY

All visitors to the Premises agree by their presence on site to abide by all Fire Safety Management regulations, policies and procedures.

34. PRIVACY AND DATA HANDLING

We collect personal information (including medical information for camps) to deliver our services safely. This information is handled in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy, available on request. We will not disclose your information to third parties except as required for service delivery, emergency response, or as required by law.

35. FORCE MAJEURE

Neither party will be liable for failing to perform its obligations under this agreement as long as the failure is triggered by something beyond its reasonable control such as a Force Majeure event. This clause does not excuse payment of monies due.

36. ESCALATION AND DISPUTE RESOLUTION

If you have concerns about your booking or our services, please raise them with your Event Coordinator in the first instance. If the matter is not resolved to your satisfaction, you may escalate to our General Manager by contacting info@campcooby.com.au.

We are committed to resolving concerns promptly and fairly.

37. CONSENT TO CHANGES IN TERMS AND CONDITIONS

Camp Cooby undertakes constant reviews of policies, procedures, pricing, terms & conditions and as such may from time to time amend the same. We may make changes to pricing and these Terms & Conditions without notice. Changes that may apply to your Event will be directly communicated to you in writing immediately they come into effect.

38. QUESTIONS

If anything in these Terms and Conditions is unclear, please contact your Event Coordinator. We're here to help, and we'd much rather clarify expectations upfront than deal with misunderstandings later.

We're genuinely excited to host your event and look forward to working with you.

Contact us:

Email: info@campcooby.com.au
Phone: (07) 46 966 244