
Terms & Conditions - Group Bookings



Group Bookings

Liability	Our employees do not accept liability for loss of property or for damage or personal injury as per industry and accreditation requirements. Camp hirers should seek appropriate advice on their own public liability cover.
Responsibility	Group leaders are responsible at all times for the health, welfare and behaviour of their campers, even when our staff is running a program. Group leaders are responsible for the first aid of your campers at all times and must supply own first aid equipment, even when camp staff runs an activity. Group leaders hiring our site are responsible for the sign in and sign out of all children and the release of a child to a non-custodial person.
Cost of Hire	Because of the numerous variables in possible pricing, e.g. hiring of various facilities, accommodation types, whether catering is included, outdoor education offered, peak or off-peak times, number of guests, etc... Each booking inquiry is calculated uniquely, by sending through the desired elements and receiving a pricing list via email. Once confirmation is given by a guest, a deposit invoice is sent where the booking is secured through payment of the deposit invoice.
Cancellation	85% of the minimum total will be charged as a cancellation fee if the booking is cancelled within 3 months of your arrival date. A \$50 administrative fee applies if bookings are cancelled prior to 3 months before the arrival date.
Agreement	The payment of a deposit by the hirer constitutes an agreement to hire the use of the facilities from the campsite and abide by the conditions of hire and camp rules. If camper numbers reduce, you are obligated to meet the minimum payment listed above. The camp management reserves the right to have more than one group at any time unless sole use has been booked.
Alcohol	The Mt Tamborine Convention Property is a strictly no alcohol zone.
Noise Curfew	Because of the serene nature of our campsite, the close proximity of our neighbours (which is not easily observable through nearby foliage) with whom we want to keep a good relationship, the propensity for the environmental conditions on our property to assist in noise travelling long distances, and the strict police-enforced local council noise regulations, all loud noises even well under the normal legal decibel compliance, and any type of amplification, along with all percussion instruments must cease between 10pm and 7am. And at all other times amplified and percussion noises (especially bass) must be kept to a reasonable level (even decibel levels that could be argued to comply with law enforcement agencies), respecting our neighbours. If this rule is not followed, as assessed by MTCC management, then we reserve the right to take immediate action to rectify the problem.

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Pets	No Pets or animals allowed in any of the MTCC facilities or on the MTCC property. If you intend to bring an assistance/therapy animal and it is appropriately trained, you are obliged to produce evidence that your animal is a legitimate assistance animal. The office must be advised 14 days prior to the event and confirmation from the office must be received in writing.
Occupancy	The accommodations are not available for occupancy or entrance until after 3:00pm.
Financial transactions	All financial transactions are processed in Australian Dollars.