



GCPC Booking Terms and Conditions (booking.com)

Booking Conditions

These Booking Conditions contain important information. It is essential that they are carefully read and understood. These Booking Conditions constitute a legally binding contract between the Hirer and the Runaway Bay Sport & Leadership Excellence Centre (RBSLEC), also known as the Gold Coast Performance Centre (GCPC)

1. General

a) The GCPC may in its absolute discretion, place additional Terms and Conditions (including additional payment terms) as required prior to accepting a tentative booking. If additional Terms and Conditions are required, then the potential Hirer will be advised of this by GCPC and the potential Hirer must confirm that they agree to these additional Terms and Conditions and wish to proceed with the tentative booking prior to GCPC accepting a tentative booking and issuing a deposit invoice to the potential Hirer.

b) These terms and conditions are governed by the laws of Queensland. If any part of these terms or conditions are determined to be invalid, unlawful or unenforceable wholly or to any lesser extent, such terms or conditions shall be severed from the remaining terms and conditions which will remain valid.

c) The Hirer consents to abide by the GCPC rules as published from time to time and in force at the Arrival Date.

2. Booking Process

a) If a booking enquiry is made on behalf of an organisation, the booking enquiry must be completed by a person who has the authority to legally bind the organisation as the Hirer. A person must be at least eighteen (18) years of age to make a booking at GCPC.

b) Through making payment of a deposit, the Hirer acknowledges that they have read, understood and agrees on behalf of the Hirer to be bound by these terms and conditions and the terms of the Booking Agreement.

c) Acceptance of the tentative booking by GCPC will be confirmed upon receipt of the full deposit payment. A contract comes into existence on the date shown on the booking receipt. Full booking details will be detailed on the booking confirmation **sent via booking.com.**

d) A program of intended use of facilities or itinerary is required at your earliest possible convenience to enable a coordinated approach to allocation of space due to limited facility accessibility, especially during peak periods.

e) Final facility and service requirements and amendments should be confirmed four weeks prior to arrival.

3. Fees and charges

3.1 Payments

a) The GCPC may, at its absolute discretion, place additional payments terms on a booking in according with clause 1(a) above.

b) Credit card payments have a \$3,000 limit per booking. Payments over \$3,000 incur a 1% surcharge of total payment

(applicable to onsite payments).

c) Payment details are listed on the deposit invoice or tentative quote.

d) Full payment is required 14 days prior to arrival. Guests may not be provided access to the GCPC if booking is not paid in full prior to arrival.

e) Any additional charges added to the booking while on site are required to be paid for at departure.

3.2 Deposits

a) Deposits are processed through booking.com. Any bookings directly through the GCPC (not booking.com) a minimum \$500 deposit (\$250 minimum for facility or service only bookings) or 15% deposit (whichever is greater) of the total booking is required within 14 days of the deposit invoice. This deposit will secure specified rooms and/or lodges, meals and facilities detailed in the quote and invoice. If payment of the deposit is not received within 14 days, the tentative booking will lapse.

b) Full payment is required if booking is made less than one month prior to arrival.

c) For bookings that include accommodation a second deposit of 50% (of total accommodation, facilities and food and beverage) is required 90 days prior to arrival.

d) The GCPC may, at its absolute discretion, request the payment of a deposit up to the value of the booking. If an additional deposit is payable then the Hirer will be advised of this on the deposit invoice or tentative quote (clause 1(a)).

3.3 GST

All prices are inclusive of GST unless otherwise stated.

Tax Invoices including GST totals are issued after the service has been provided.

GST is not applied to deposits or instalments.

3.4 Pricing Variations

a) A CPI price rise occurs January of each year or otherwise stated.

b) A 10% surcharge is applicable for all Public Holidays.

3.5 Payment Methods

Cash: Cash payments will not be accepted without prior approval from management.

Electronic Funds Transfer (EFT): Payments are made via [BPoint Payment Portal](#), with the link included on every invoice. Alternatively payment can be made to the following details. Please also provide remittance details along with an EFT payment to 7192_goldcoast_bookings@eq.edu.au or facsimile (07) 5500 9989.

Branch No (BSB): 064 471

Account No: 103 969

59 Swift Code: CTBA AU

2S

Account Name: Runaway Bay Sport
& Leadership Excellence Centre
Commonwealth Bank

Address: Shop 60 Runaway Bay Centre



Cnr Bayview Street & Lae Drive,
Runaway Bay QLD, 4216

Reference: Event number (supplied on invoice)

Please check international bank fees associated with payments to Australia. Traditionally a bank fee to transfer funds internationally is implemented by the bank and is the responsibility of the group to pay. This needs to be included in addition to the overall balance.

Australian Cheque: Payments by cheque are to be made payable to Runaway Bay Sport & Leadership Excellence Centre, clearly indicating the group name and arrival date and addressed to:

**Group Accommodation Manager
Accommodation Department
Gold Coast Performance Centre
PO Box 294, RUNAWAY BAY QLD 4216**

Credit Card/EFTPOS: Payments by credit card or EFTPOS can be made by using the [BPoint Payment Portal](#) link on your invoice. Once payment has been processed a customer copy of the receipt will be provided with a payment receipt. The GCPC accept MasterCard, Visa and EFTPOS. Please note AMEX and Diners cards are not accepted by the GCPC. Credit card payments have a limit of \$3,000 per booking. Payments over \$3,000 incur a 1% surcharge of total credit card payments as per clause 3.1(b) (applicable to onsite payments). **Bookings and payments through booking.com are processed via credit card and Guests must abide by booking.com payment policies.**

3.6 Credit on Accounts

- a) Should a credit be left on the group account after the completion of the booking, the Hirer or Representative may nominate to have the credit refunded, transferred to another booking (once only) or alternatively held as a deposit for a future booking.
- b) The Hirer will have 12 months to contact the GCPC to arrange a new booking. Should the credit not be processed within 12 months, the credit will be forfeited.

4. Reassessments & Cancellations

Reassessments and cancellations must be made in writing and in accordance with the following tables and provisions:

4.1 Event and facility only bookings

Payments & Reassessments Schedule

TIMING*	REQUIREMENTS
WITHIN 14 DAYS OF THE DEPOSIT INVOICE – DEPOSIT DUE	<ul style="list-style-type: none"> • Initial deposit is due – a minimum of \$250 or 15% of total facility and services booked (whichever is greater) • Agreement to Terms and Conditions
30 DAYS PRIOR TO EVENT START DATE	<ul style="list-style-type: none"> • Any reduction in facility bookings will incur a 50% cancellation charge including any deposit already paid.
14 DAYS PRIOR TO EVENT START DATE	<ul style="list-style-type: none"> • Final Payment is due – 100% of remaining charges • Any reduction in facility bookings will incur a cancellation charge of 100% of cancelled facility hire value

	and 50% of total food and beverage charges.
WITHIN 7 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> • Cancellation charge of 100% of the total facility charges and 100% of total food and beverage charges, including any deposit already paid.

**Any decision made after the allocated (30 or 7) days, will revert to the next decision date.*

Cancellation Schedule

TIMING	REQUIREMENTS
OVER 90 DAYS BEFORE EVENT START DATE	<ul style="list-style-type: none"> • \$150 admin charge when deposit paid.
WITHIN 61-90 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> • Deposit non-refundable and will be forfeited.
WITHIN 31-60 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> • Forfeit 30% of total facility charges, including deposit already paid.
WITHIN 15-30 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> • Forfeit 50% of total facility charges, including deposit already paid.
WITHIN 14 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> • Cancellation charge of 100% of total facility charges, including deposit already paid.
WITHIN 7 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> • Cancellation charge of 100% of the total facility charges and 100% of total food and beverage charges, including deposit already paid.

4.2 Accommodation bookings

Payments & Reassessments Schedule

TIMING*	HOW MUCH
WITHIN 14 DAYS OF THE DEPOSIT INVOICE	<ul style="list-style-type: none"> • Initial deposit is due – a minimum of \$500 or 15% of total accommodation, facility and services booked (whichever is greater) • Completed Booking form (Itinerary due asap to secure facilities)
90 DAYS PRIOR TO ARRIVAL	<ul style="list-style-type: none"> • Second instalment due - 50% of total remaining costs. • Itinerary facility use confirmed. • A 10% room reduction is allowed without charge. Any room cancellations in excess of this will incur a cancellation fee of 5% of cancelled Lodges/Rooms.
61-89 DAYS PRIOR TO ARRIVAL	<ul style="list-style-type: none"> • A 10% room reduction is allowed without charge. Any room cancellations in excess of this will incur a cancellation fee of 10% of cancelled Lodges/Rooms.



31-60 DAYS PRIOR TO ARRIVAL	<ul style="list-style-type: none"> A 10% room reduction is allowed without charge. Any room cancellations in excess of this will incur a cancellation fee of 30% of cancelled Lodges/Rooms
15-30 DAYS PRIOR TO ARRIVAL	<ul style="list-style-type: none"> Any room reduction will incur a cancellation fee of 50% of cancelled Lodges/Rooms CONDITION OF BOOKING REQUIRES FULL PAYMENT BE RECEIVED 14 DAYS PRIOR TO ARRIVAL
14 DAYS PRIOR TO ARRIVAL	<ul style="list-style-type: none"> Any room reduction will incur a cancellation fee of 100% of cancelled Lodges/Rooms

**Any decision made after the allocated (90/60 or 14) days, will revert to the next decision date. No combining of the 'room reduction allowance' is permitted.*

Cancellation Schedule

TIMING	HOW MUCH
OVER 180 DAYS	<ul style="list-style-type: none"> Deposit non-refundable and will be forfeited
WITHIN 61-179 DAYS OF ARRIVAL	<ul style="list-style-type: none"> Cancellation charge of 10% of the total accommodation charges, including any deposit already paid.
WITHIN 31-60 DAYS OF ARRIVAL	<ul style="list-style-type: none"> Cancellation charge of 25% of the total accommodation charges, including any deposit already paid.
WITHIN 15-30 DAYS OF ARRIVAL	<ul style="list-style-type: none"> Cancellation charge of 75% of total accommodation charges, including any deposit already paid.
WITHIN 14 DAYS PRIOR TO ARRIVAL	<ul style="list-style-type: none"> Cancellation charge of 100% of the total accommodation and facility charges and 50% of total food and beverage charges, including any deposit already paid.
WITHIN 7 DAYS OF EVENT START DATE	<ul style="list-style-type: none"> Cancellation charge of 100% of the total facility charges and 100% of total food and beverage charges, including deposit already paid.

4.2 Additional cancellation terms and conditions

- Any cancellation fee must be paid within fourteen (14) days of notification to the GCPC.
- Total accommodation charges, facility charges and food and beverage charges refers to the initial quoted cost.
- Any excessive reassessments may incur an admin or amendment fee and is at the discretion of the GCPC management.
- If the Hirer fails to check-in on the dates in accordance with the booking made, or if check-in occurs but booking is terminated early so as to depart the Centre at an earlier date, the Hirer will not be entitled to a refund of any amount and the above cancellation charges will apply in accordance with clause 4.2.
- If the Hirer fails to turn up to utilise booked facilities on

- dates in accordance with the bookings made, the Hirer will not be entitled to refund of any amount and above cancellation charges will apply in accordance with clause 4.1.
- The GCPC, at its absolute discretion, may cancel a booking at any time. If the GCPC cancels a booking, the Hirer will be notified by phone or email in accordance with the contact details provided in the booking form and will be provided with a full refund of the fees paid.
- The GCPC will not be liable for any loss or damage arising out of the cancellation of the hiring by GCPC.
- The GCPC, at its absolute discretion, may consider requests for special consideration around the terms and conditions that apply to variations and cancellations prior to event or on the arrival date. All requests for special consideration must be made in writing.

a) To view cancellation policy for [booking.com](https://www.booking.com) reservations visit GCPC on [booking.com](https://www.booking.com)

5. Accommodation

5.1. Allocation of Accommodation

- Allocation of accommodation is at the discretion of the Centre Manager and is subject to the availability and suitability of accommodation for the booking group.
- The number of guests staying in a room is limited to the amount specified in the booking confirmation. If accommodation for additional guests is required, please call 07 5500 9988 immediately.
- Additional rooms are subject to availability.
- An accommodation room allocation form must be submitted to the GCPC in writing four weeks prior to arrival to ensure the GCPC staff are aware who is staying in each room for safety and security reasons.
- Accommodation is quad-share and twin-share therefore, males/females, coaches/athletes and teachers/students (minors) need to be in such a ratio as to avoid the sharing of bedrooms where required (8 bedrooms per lodge plus 2 supervisor rooms). The Group Leader is responsible for all lodge room allocations specified under booking and detailed in the final quote or invoice
- Please be mindful when booking individual rooms as other groups may book other available rooms within the same lodge resulting in shared bathrooms and common areas. The GCPC staff will liaise with individual groups who are sharing lodges to ascertain appropriate room allocations. Both groups will be notified regarding any lodges which have shared room bookings. Full lodge bookings will ensure exclusive access to entire lodge.
- Lodges 1,2,3,4,5,6 and 9 have bunk style arrangement in the quad-share rooms and twin ensuite rooms have single beds (extended legs).
- Lodges 7 and 8 have twin share arrangement with rooms 1 to 8 (king size single beds) and rooms 9 and 10 (single extended leg beds).
- Lodge 1 and 2 have downstairs bathrooms to accommodate guests with accessibility requirements.
- Please click link for layout of lodges - [All Lodges](#)



5.2 Check-In

- a) Unless otherwise advised, check-in to the Centre by the Hirer and its Representatives is available after 2.00pm on the Arrival Date.
- b) Upon arrival, the Group Leader or Manager will be required to read and sign the GCPC terms and conditions and present their confirmation of understanding and acceptance.
- c) Please inform the GCPC if an early check-in is required. The GCPC will try to accommodate if possible. Additional charges may apply.

5.3. Check-Out

- a) Unless otherwise advised, check-out of the Centre by the Hirer and its Representatives is required before 10.00am on the day of departure.
- b) Please inform the GCPC if a late check-out is required. The GCPC will try to accommodate if possible. Additional charges may apply.
- c) The following fees will be charged for check out later than this time:
 - \$20 per room surcharge per hour for each hour after check out until 2.00pm; and
 - full daily rate for the following day, if check-out is later than 2.00pm.

d) Upon departure, all facilities used by your group will be checked. Any damages will be charged to your account which will be a debt due and owing to the GCPC.

5.4 Accommodation Specific Information

- a) Supervision for groups consisting of minors (under 18) are to be a minimum of 1 adult for every 20 members of a group. Notification and approval from the GCPC management is required for variation of this ratio. See accommodation [Risk Assessment](#).
- b) Linen is provided in all rooms
- c) Towels will be supplied to coach rooms only - coaching staff allocated into Rooms 9 + 10 (and any other rooms occupied by adults) will receive towels. It is the responsibility of the group to inform the GCPC of any adults occupying rooms 1 to 8.
- d) International groups will receive towels as part of the booking.

6. Event and Facility Bookings

6.1 Arrival

Upon arrival, the Hirer or Representative will be required to attend an induction, read and sign the GCPC terms and conditions and present their confirmation of understanding and acceptance.

6.2 Departure

- a) At the completion of the event or facility booking the Hirer or Representative must contact the GCPC Duty Manager or Track Manager prior to departure.
- b) The GCPC Duty Manager or Track Manager will assess facilities booked to make sure facilities are clean and tidy (including all rubbish removed and placed in appropriate bins), all equipment hired through GCPC is returned and there is no damage to facilities or equipment.

c) Charges will apply if the facility is not left in an acceptable manner, equipment is not returned or there are damages to facilities or equipment. These charges will be a debt due and owing to the GCPC.

7. Use of Facilities

7.1 Hire Area and Facility Usage/Facility Bookings (General)

- a) The Hirer will only be entitled to use the part or parts of the Centre as specified in the booking and must vacate the hired area at the time agreed with the Centre.
- b) The Hirer acknowledges that the GCPC may hire areas of the Centre to other users at the same time.
- c) The facilities at the Centre may include the swimming pools (50M & 20M), volleyball courts, basketball courts, gymnasium, track and field, studio, activity areas, dining hall and meeting rooms. The use of all Facilities is subject to availability and a booking.
- d) All guests under the age of 18 years must be accompanied and supervised by a responsible adult.
- e) All guests must be over 13 years of age to use the gym.
- f) Guest's use of the facilities is at their own risk.
- g) Facility bookings can be requested through the Accommodation Department.
- h) Facility bookings can be requested any time after the full payment of the deposit.
- i) Priority usage for facility bookings will be given to the following user groups in order:
 - High performance groups, major events and whole of site bookings;
 - Seasonal community use;
 - Sports Camp/School bookings; and
 - All other confirmed bookings.
- j) GCPC reserves the right to refuse facility bookings if they disadvantage other users of the Centre.
- k) Exclusive use of the facilities is not guaranteed.
- l) GCPC will provide confirmation of facilities booked four weeks prior to the Arrival Date.
- m) Guests or Hirer use facilities at your own risk.
- n) Booking.com Guests have access to the 50m pool and 20m pool (during pool deck lifeguarded hours) and gym subject to availability and during low usage periods. Gym access is limited to 8 pax at one time. Please discuss with your allocated Accommodation Coordinator to check and book times to access facilities and services.

7.2 Areas off Limits

Guests are strictly not to enter:

- Accommodation areas not allocated to the group;
- Swimming pools, gym and track and field unless booked through the Accommodation Department;
- Members bathroom areas;
- Equipment storage areas;
- Trackside Bistro kitchen; and
- Other restricted areas as signed for safety reasons.

7.3 Footwear and Spike Rules – Athletics Stadium

- a) Standard running shoes with soft bottoms are conducive to use on the track;



b) The GCPC only permit 'Pyramid' or 'Christ Tree' spikes (also called compression tiered spikes) to be used on the track for athletic activity. NOTE: 'Needle' or 'Pin' spikes are strictly not permitted.

c) Maximum length spikes are essential to performance and track longevity:

- Running activity maximum of 7mm
- Throw and jump activity maximum of 9mm

d) Any groups or individuals using footwear outside these guidelines will be liable for any damages.

e) Please see [Facility User Manual](#).

7.4 General and Footwear Rules - Hockey Field

a) The following general rules apply to the usage of the hockey field:

- No smoking;
- No animals;
- No food or drink on the pitch surface (water excepted);
- No chewing gum;
- No spitting;
- No glass containers or bottles;
- No sharp tags or boots;
- No standing or swinging on gates and fences;
- No stiletto heeled shoes;
- No studs or cleats.

b) Standard running and hockey branded shoes with soft bottoms are conducive to use on the hockey field.

c) Please see [Hockey User Manual](#).

7.5 Gym & Centre Etiquette

All Guests using the GCPC gym must adhere to the Customer Code of Conduct.

- The Customer Code of Conduct exists to provide all customers with a minimal standard of behaviour and thereby, the assurance that all other members and guests you encounter will conduct themselves at that standard or higher. The Code is designed to provide reasonable protection for everyone.
- The following rules of conduct govern member interaction and activity within the GCPC. Failure to act responsibly and comply with these rules may result in action being taken against you, which may include termination of any or all memberships.
- Irrespective of these rules, the GCPC reserves the exclusive and unlimited right, at our sole discretion, to deny service to anyone, at any time, for any reason.
- Non-Harassment Clause: You may not harass or threaten other members or representatives of the GCPC.
- Non-Vulgarity Clause: You may not use any sexually explicit, harmful, threatening, abusive, defamatory, obscene, hateful, religious, sexually oriented or ethnically offensive language. You may not attempt to communicate these by any means, including but not limited to, masking, acronyms, abbreviations, innuendo, or languages other than English.
- Non-Impersonation Clause: You may not impersonate any member of the GCPC, past or present, including

any Customer Service personnel, nor may you in any way lead anyone to the belief, or lend support to the belief, that you are in any way connected with the GCPC, if this is not the case.

- Illegal Behaviour Clause: You may not arrange for the exchange or transfer of any illegal items whilst at the GCPC.
- Orderly Conduct Clause: You will follow the instructions of authorized personnel whilst at the GCPC. You must treat others well, with all necessary civility and good manners, inclusive of fellow members, house guests, staff and management. We do not permit any action or behaviour that adversely affects the atmosphere and ambiance of the Centre and the enjoyment of members and guests.
- Tolerance Clause: You may not organise, advertise or solicit any members within the GCPC that are based on, or espouse, any racist, sexist, anti-religious, anti-ethnic, anti-gay, or other hate-mongering philosophy.
- Non-Perjury Clause: You may not give false information or intentionally hide any account information when joining the GCPC.
- Conflict Resolution: The GCPC has an open door policy with regard to member concerns.
- Health and Safety: You will not put yourself or any other member, guest or visitor at risk by following all Health and Safety procedures, which include but not limited to the following:
 1. Wear appropriate footwear - enclosed shoes must be worn in gymnasium.
 2. Use a towel on all equipment in the gymnasium and wipe down equipment after use.
 3. Do not take any children into the members change rooms at any time. Please utilise the guest toilets if accompanied by children.
 4. Use a towel in all aerobic classes and wipe down all sweat on equipment and floor both during and after classes.
 5. Do not enter into unauthorised areas.
 6. Use collars when adding weight to barbells.
 7. Return all weights or weight plates that you have used.

It is the Hirer's responsibility for the following;

- a) Safety of all students/guests related to group booking.
- b) To ensure that those utilising the gym have consent from guardian and/or parent.
- c) To screen participants prior to arrival and follow screening recommendations according to [GCPC PARQ](#).

7.6 Poolside Rules

- a) It is the Hirer's responsibility for the water safety of all students / guests related to group booking and to supervise students / guests at all times with pool / water safety qualified staff.
- b) No streamers, body paint or hair dye / sprays / paint of any form is allowed on-site. These products can cause issues with our cleaning system.



c) Band-Aids must not be used in the pool unless prior authorisation from the GCPC staff. Band-Aids can cause blockages in the pool system and can cause unhygienic issues.

d) Conditions of Entry;

- The Centre does not have a regular Lifeguard on duty. You enter the pool at your own risk.
- Children under the age of 12 years must be actively supervised by a responsible adult 18 years or older at all times.
- Children under the age of 5 years must be actively supervised and always within arm's reach of a responsible adult 18 years or older at all times.
- Do not use the pool if you are suffering from any contagious or infectious illness or disease.
- Do not use the pool if you are under the influence of drugs or alcohol.
- No diving.
- No running.
- No glass to enter pool area.
- If you currently have, or have had, diarrhoea you should not enter the water. You should not swim for 14 days after symptoms have stopped.
- Parents/guardians of children who have had diarrhoea in the past 14 days should ensure their children do not enter the water.
- Please shower before entering the water.
- Avoid swallowing the pool water.
- No food to be consumed in this area.
- Parents/guardians should ensure young children use the toilet before entering the water and regularly while at this facility.
- Babies under 3 must wear a swim nappy.
- Do not change nappies beside the pool or rinse off your child in the pool. Use the change room provided.
- Wash your hands thoroughly after using the toilet or changing nappies. Please use the soap provided.
- Do not urinate in the pool. This contaminates the pool water
- Do not spit in the pool or drains.
- Faecal accidents can happen. If you or your child doesn't quite make it to the toilet, please tell our staff immediately. Confidentiality will be respected.
- Other Member and Casual Pool Usage Rules;
- If you suffer a medical condition that requires supervision while in the pool please ensure you bring a buddy to supervise or you swim only during lifeguard supervision hours
- If you are not a competent swimmer please ensure you bring a buddy to supervise or you swim only during the hours of lifeguard supervision
- No food to be consumed in pool area
- This is a wet area and can become slippery when wet

- Children under the age of 3 to wear a swim nappy.
- Please abide by poolside signage Valuables or other personal property brought into this area are at your own risk
- Do not enter the pool if you have open wounds or warts

e) Guests must adhere to the poolside rules specified on the pool deck, see below:

50m Pool Area





 No Lifeguard On Duty	 NO DIVING
 DANGER DEEP WATER 2.0m	 All children MUST be actively supervised
In an Emergency contact a Staff Member	
Children under the age of 12 years must be accompanied and supervised by a person 18 years or older at all times	

 No Lifeguard On Duty	 NO DIVING
 DANGER DEEP WATER 2.0m	 All children MUST be actively supervised
In an Emergency contact a Staff Member	

20m Pool Area

A.	B.	C.
1.2m		0.78m
 CAUTION SHALLOW WATER	 CAUTION SHALLOW WATER	 CAUTION SHALLOW WATER
 NO DIVING	 NO DIVING	 NO DIVING
 All children MUST be actively supervised	 All children MUST be actively supervised	 All children MUST be actively supervised

- f) If any guests related to group booking suffer a medical condition they require direct supervision while in the pool and the Hirer is responsible for organising water safety qualified staff to supervise guest/s accordingly.
- g) If any guests related to group booking are not a competent swimmer they require direct supervision while in the pool and the Hirer is responsible for organising water safety qualified staff to supervise guest/s accordingly.

7.7 Parking

- a) On-site parking is subject to availability
- b) For guest with an accommodation booking a maximum of 2 cars per lodge is permitted. Car parks are not allocated. In-house guests must park in the front carpark or western carpark area.
- c) For events and facility bookings there are approximately 145 car parks located in the Western Carpark area.
- d) Bus parking is available onsite and must be arranged prior to arrival.

7.8 Prohibited Items

- a) The following items are not allowed within the GCPC: firearms, fireworks, prohibited substances, offensive items, illicit drugs, toxic substances, weapons, pets/animals and unauthorised visitors.
- b) The following items are not allowed to be used within the GCPC: bicycles, mini-scooters, skateboards, blades and/or roller-skates.

7.9 Smoking / Consumption of Alcohol

Smoking is not permitted within the GCPC (including all buildings and grounds). Any smoking must be at least 5m away from the GCPC boundary fence. Alcohol may not be brought into or consumed in any areas of the Centre, including all buildings and grounds.



7.10 Cleaning

Guests must keep the room/lodge/facility tidy and in good order. Should additional cleaning to the room/lodge/facility (above the normal level of cleaning) be required there will be a charge for the additional cleaning, which will be a debt due and owing to the GCPC as stated on the 'House Rules' document.

7.11 Damages or Breakages

Damages or breakages to the accommodation, facilities, equipment or Centre must be reported to Reception or the Duty Manager. Charges for damages or breakages may be issued. You will be provided with an invoice for these charges which will be a debt due and owing to the GCPC.

7.12 Swipe Card, Aircon Remotes and TV Remotes

The swipe cards issued at check-in must be returned on check-out. Any lost or damaged swipe cards, aircon remotes and/or TV remotes will incur a \$50 charge per item. These charges which will be a debt due and owing to the GCPC as stated in the 'House Rules' document.

7.13 Toilet / Change Facilities

Please notify the GCPC if the event or facility booking will produce over 1,000 participants and/or spectators as there may be additional charges. Should extra facilities be required due to the size of the event staged, the Hirer shall be responsible for the supply and removal of the portable toilets required for the staging of an event.

7.14 Hirer's Equipment

- a) All property brought or placed upon the Facility by the Hirer, or any person under or through the Hirer, shall be and remain at all times at the sole risk of the Hirer or that person. The Centre shall not be responsible for any loss or damage to any such property, whether occurring by accident, willful act or omission, failure of electricity or other plant or equipment the property of or supplied by the Centre.
- b) Equipment owned by Hirers or other persons associated with either the event or the Hirer shall be removed from the site immediately upon the conclusion of the event.
- c) Tents or shade structures must be approved by the GCPC and erected with weights and not stakes for approved events.

7.15 Marquees or other Portable Shade Structures

The following conditions apply for erecting marquees or other portable shade structures on site:

- Portable marquees will require a minimum of 40kg weight per leg for a 3mx3m structure and 60kg per leg for 4mx5m or 6mx3m structures.
- Marquees shall not be erected without the minimum weights required
- Alternatively adequate pegging into the ground with a minimum tent peg length of 300mm (approval required by the GCPC staff to use pegs on-site)
- Marquees to be brought down if winds reach 32kmh or at the discretion of the GCPC staff
- No marquees are to be erected on site unless they meet the minimum standards mentioned above

7.16 First Aid Room and Incident Reporting

- a) The GCPC First Aid Room is located next to Lodge 1.

- b) All incidents that occur on-site must be reported to a GCPC staff member and a GCPC incident report completed by the Hirer or Group Manager. Including any incident where a relevant guest becomes sick or an incident causes injury, distress or illness.

- c) Any group using the First Aid Room must notify GCPC staff and there must be an adult supervising the injured or sick individual at all times.

7.17 Ambulance Emergency

- a) Should the Hirer, or Group Manager call for an ambulance while onsite, please contact the Duty Manager as soon as possible so access can be made available.

- b) International guests may be charged to pay for ambulance.

- c) The GCPC management or Duty Manager have the right to call an ambulance for anybody on site.

7.18 Searches/Sports Integrity Unit (SIU)

- a) The Hirer acknowledges and agrees that authorised representatives of the Sport Australia (SA) or SIU or any other relevant drug testing organisation may, at any time and without prior notice, enter the Facilities to conduct any random or targeted search authorised by the SA or SIU for any purpose, including searching all property within the Facilities, and remove any goods, materials, documents, electronic information or substances they believe to be evidence of a possible breach of the SA or SIU Anti-Doping Policy, any other anti-doping policy, this agreement or any law.

- b) The Hirer must comply with all reasonable directions given to the Hirer by authorised representatives of the SA or SIU during any search conducted under clause 7.17(a), including to ensure that any Facilities Users remain present for the duration of the search.

- c) The Hirer acknowledges and agrees that evidence of the results of a search conducted under clause 7.17(a) or the seizure of any goods, materials, documents, electronic information or substances under clause 7.17(a) may be used against the Hirer and any Facilities Users in any investigation or proceeding.

- d) The Hirer acknowledges and agrees that the SA or SIU may disclose the results of a search conducted under clause 7.17(a), and provide the items seized under clause 7.17(a), to each other and to any law enforcement agency, other relevant government agency, the Australian Olympic Committee, the World Anti-Doping Agency, the Court of Arbitration for Sport, any relevant state, territory, national or international sporting federation and any other relevant national anti-doping organisation.

- e) The First Aid Room may be utilised by SA or SIU for any athlete testing which has an adjacent bathroom for athletes or officials to use for private screen testing. GCPC staff must be notified when SA, SIU or any other relevant drug testing organisation are on-site.

7.19 Catering

- a) All arrangements for the provision of food and drink shall be provided by the GCPC as specified in the Booking Confirmation, unless otherwise approved by the GCPC to be provided by the Hirer as specified in the Booking



Confirmation.

- b) All catering requirements must be confirmed by the Hirer at least four weeks prior to arrival. The catering requirements may include, but are not limited to: the number of guests requiring catering, menu selections and dietary requirements.
- c) The GCPC cannot guarantee that catering requirements not confirmed by this time or changed within four weeks prior to arrival will be fulfilled.
- d) Normal dining hours are specified in the Trakside Bistro menu. Any variations outside these times or special meal requests may incur additional charges.
- e) While on site 72 Hours' notice is required for cancellation of ANY meals. Otherwise no refund is available.
- f) Guests must abide by the [Trakside Bistro Procedures](#).

7.20 Merchandising

(a) The GCPC grants to the Hirer the right to sell Merchandise at the Event within the Facilities, subject to the approval of the GCPC as specified in the Booking Confirmation.

(b) The Hirer agrees to pay the GCPC the fee or commission on Merchandise sold at the Event as specified in the Booking Confirmation.

7.21 Unaccompanied Minors

All guests under the age of 18 must be accompanied by a responsible adult. If a guest is found to be a person under the age of 18 who is not accompanied by a responsible adult, the GCPC may immediately cancel the guest's booking and the full booking amount will be forfeited. It is the groups responsibility to supervise minors at all times.

7.22 Excess Luggage/Deliveries

Please inform the GCPC staff if any packages will be sent to the GCPC. Charges may apply for any luggage, equipment or packages sent to the GCPC which require the GCPC staff to move and/or store on-site. Please discuss with the Accommodation Department any associated charges.

7.23 Photographer

a) The GCPC occasionally take pictures/videos for GCPC promotional purposes, including (but not limited to) online, printed material and press release. If any member of the group does NOT wish to appear in any such photograph/video please let the GCPC know in writing prior to your arrival, and once at GCPC ensure that GCPC staff facilitating your booking is made aware of any such restrictions.

b) Any photography on-site is restricted to Hirer's group only. Photography of other facility users or staff is not permitted without prior consent.

7.24 Activity and Program Terms and Conditions

a) The following booking conditions apply to activities and programs run by the GCPC:

- Minimum charge 20 people per activity unless otherwise stated.
- Please enquire for prices if you have a smaller group.
- All pricing and information is based on minimum numbers listed - Monday to Friday.
- Weekend and public holiday rates apply and vary on some activities.

- Additional coaching staff are available upon request. Pricing on application.
- All activities run for approximately one hour unless stated otherwise.
- Activities are subject to facility and instructor availability.
- Prices for external activities may have changed in price since this document was printed. The GCPC will endeavor to notify of the Hirer or Representative of any changes.
- Participants must wear enclosed shoes at all times and bring comfortable clothing, hat, sunscreen and a full water bottle to all activities.

b) The Hirer's participants have voluntarily chosen to participate in the Activity. The Hirer and their representatives and participants understand it may involve physical activity of a strenuous nature, and that there are inherent risks in all aspects of physical activity, including injury and death. The Hirer, its representatives and the participants knowingly assume all of the inherent risks of the activity. On behalf of the participants, the Hirer waives any and all claims the participant or the Hirer may have against the GCPC and its Representatives.

c) External bookings made on behalf of the hirer by GCPC may have administration fees.

d) Please see [Activity Risk Assessments](#).

7.25 Credit Card Details

Credit Card details are required prior to arrival as a security deposit to cover any damages and/or extra charges.

7.26 Booking Obligations

All guests associated with this booking are to follow the Centre's code of ethics at all times. Management reserve the right to refuse entry and booking hire agreement arrangements at their discretion. Inappropriate conduct or behavior towards staff, members or other guests will result in suspension or cancellation of the booking and/or hire agreement.

7.27 Qualifications

All staff associated with the booking must attain and provide the GCPC, when requested, confirmation that all staff hold relevant valid qualifications, certificates and legal requirements to facilitate adult or school aged programs and events on-site at the GCPC.

7.28 Risk Assessments

The GCPC risk assessments can be found on the following link: [Risk Assessments](#)

Please ask the GCPC for any specific risk assessments not listed on the attached link. Any groups or individuals conducting events on-site must provide risk assessments to the GCPC relating to event.

7.29 Media Approval

Any media organized on location at the GCPC requires media approval from the GCPC Marketing Officer. No media will be permitted on-site at the GCPC without prior approval.

7.30 Security

a) The Hirer acknowledges and agrees that camera surveillance operates within the GCPC. Information



obtained through this surveillance may be used for investigations as to the alleged breaches of these conditions, to ensure public safety and for the investigation and prosecution of criminal offences or security breaches. Footage will only be accessed by persons authorized to do so.

b) Should an incident occur, the Hirer acknowledges and agrees that footage may be provided to the Queensland Police Service for law enforcement purposes.

c) Personal information will not be given to any other person or agency unless authorized or required by law.

7.31 Drones

Any commercial entity wanting to operate drones within the GCPC must abide by the following conditions:

- Hirer must seek prior approval from the GCPC management
- Comply with all regulations outlined by the Civil Aviation Safety Authority (CASA) 1998, including the Standard Operating Conditions which specify where and when drones can be operated
- Operating Conditions which specify where and when drones can be operated
- Ensure the general community is sufficiently notified of any operation
- Ensure that an appropriate risk assessment is undertaken and provided to the GCPC to ensure the welfare of staff and students operating drones and third parties.

7.32 WI-FI Access

a) Upon arrival the Hirer may request access to the wi-fi network for guests. Please contact the Event/Accommodation department to discuss associated charges and obtain login details for the wi-fi.

b) All wi-fi users are bound by the GCPC's wi-fi terms and conditions.

c) The GCPC will take reasonable action to provide reliable, secure and stable access to the guest wi-fi, but does not guarantee that the guest wi-fi will be continuous, fault-free, secure or accessible at all time.

7.33 Additional Charges

Additional charges may apply for:

- Traffic control for large events;
- Extra GCPC staff to cater for large events and cleaning;
- Any additional requests outside standard booking may incur additional fees. Including storage of equipment.

7.34 Traveler Accommodation Providers (Liability) Act 2001

To the extent permitted by law, the GCPC will not be liable for any loss or damage of guest property. Guests are responsible for ensuring the security and safety of their property at all times.

7.35 Closure of Facilities

a) The GCPC reserve the right to close any of our facilities (including fields etc) at late notice due to inclement weather, damage to facilities or health and safety concerns.

b) The GCPC reserve the right to cancel or reschedule facility bookings due to special events or to cater for elite group bookings (no charge to group booking).

7.35 Booking Amendments

a) All amendments must be made in writing.

b) As changes often involve a significant amount of time to amend and re-cost, the GCPC reserve the right to charge an amendment fee for each change requested, especially with regards to late activity program changes. Late changes affect staffing, facility availability and re-scheduling of already booked activities and programs.

c) Charges will apply for programs amended or cancelled with less than 24 hours' notice. Where cancellations occur due to unsafe or severe weather conditions, in this instance, the activity will be re-scheduled or cancelled with a refund.

8. Rules and Directions

a) All guests must comply with:

- The Terms and Conditions of Use (outlined in this document);
- Other rules of use displayed at the Centre (including the 'House Rules' document and evacuation procedures provided on arrival);
- Any facility terms and conditions and/or guidelines associated with booking; and
- Any reasonable directions of the Centre Manager, regarding the use of the Centre.

b) The Centre reserves the right to change the Terms and Conditions of Use that apply to the use of the Centre at any time. The Centre Manager may eject from the Centre any person who, in his or her opinion, is behaving in a disorderly, disruptive or dangerous manner for such period as will be determined by the Centre Manager.

c) At all times the Hirer and its Representatives are responsible for the behavior and actions of themselves and their guests at the Centre.

9. Work, Health and Safety

The Hirer must:

- (a) Comply with its obligations under any applicable WHS law, and must ensure, so far as is reasonably practicable, that all facility users comply with their obligations under any applicable WHS law;
- (b) Consult, co-operate and co-ordinate with the GCPC in relation to their respective work health and safety duties;
- (c) If requested by the GCPC, give all reasonable assistance to the GCPC, including by way of provision of information and documents, to assist the GCPC and its officers to comply with the duties imposed on the GCPC and its officers by the WHS Act and to consult with workers who are, or are likely to be, directly affected by a matter relating to work health and safety; and
- (d) Comply with any direction by the GCPC to take specified measures in relation to the Event that the GCPC considers reasonably necessary to deal with an event or circumstance that has, or is likely to have, an adverse effect on the health or safety of persons. The Hirer is not entitled to an adjustment to the Hiring Fee, or to be reimbursed for any



additional costs, expenses or taxes, merely because of compliance with the direction.

10. Liability

- a) To the extent permitted by law, the GCPC:
 - will not be liable for any losses, damages, liability, claims, expenses (including for negligence and whether direct, indirect or consequential) arising in connection with the Centre or the booking or, use of the Centre; and
 - makes no warranty or representations as to the fitness or suitability of the Centre and its facilities.
- b) The Hirer will be responsible for the cost of any actions taken by the Hirer, its representative or guests causing any loss, breakage of or damage to any equipment, accommodation or facilities of the Centre.
- c) The hirer acknowledges that it has inspected the facility and has made its own determination as to the suitability of the facility provided.
- d) Public Liability is entirely at the risk of the Hirer and evidence that a policy to the value of \$20 million is in place covering the event must be supplied to the GCPC prior to any event or facility booking staged with the Centre.

11. Use of information

The Hirer consent to and authorizes the GCPC to collect, use and disclose its personal information for the purpose of administering the booking and providing any services associated with the booking. The GCPC will not provide or disclose the information provided to any person outside the GCPC without the Hirer’s prior written consent unless required or permitted by law.

12. Entirety

This agreement supersedes all other communications and representations made in connection with this event.

13. Statutory Requirements

The Hirer shall comply with and observe, at all times, the requirements of all statutes and of all orders and regulations of any relevant authorities relating to the Hirer’s use of the Facility and all requirements and other lawfully given or made by any public body or authority relating to use or occupation, within the time limited by such notice or order, and shall not do or omit to do any act or thing whereby the Centre may become liable to pay any penalty or bear any expenses as a result of any such act or omission.

14. Indemnity

The Hirer agrees to hold harmless and indemnify the GCPC from and against any loss, damage, expenses, payments, costs (including costs of any settlement), claim, demand, action or proceeding that may be made against or incurred by the GCPC arising out of or in relation to the negligent performance of your obligations or failure to perform your obligations under this contract.

15. Authority

By signing below and initializing, the parties acknowledge and accept the terms and conditions herein set out and warrant that they have sufficient authority and power to

enter into this agreement on behalf of the company or organisation they represent.

16. Helpful Links

Please click the following link to access further information on accommodation, events, services & facility booking terms and conditions, risk assessments, maps, induction templates and user guidelines: [Further Information](#)

I hereby agree to the above-mentioned Terms & Conditions:
Signed on behalf of:

.....

Main Contact/Hirer:

Group Leader/Title:

Signature:

Date:

Signed for the
STATE OF QUEENSLAND (represented by the Department of Education and Training through the Runaway Bay Sport and Leadership Excellence Centre)

Main Contact: Ranfurly Hockey
Title: Group Accommodation Manager

Signature:

Date:

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