

GUEST INFORMATION

Welcome to the Swan Valley Adventure Centre. We hope that you enjoy your stay with us. Please take time to read through this information and familiarise yourself with our policies, procedures and general site information.

KEYS - Camp Houses are equipped with both a physical and magnetic locking system.

- The physical door lock can be accessed using the black electronic (EKA) key. These keys are pre-programmed allowing you access to the doors/ facilities that your group has pre-booked.
- The magnetic key is a small metal key and provides you the security of utilising the magnetic locking system on the front and back doors so that children/ students are not able to exit overnight, and persons not associated with your group can not gain unwanted access. Please note that the wall mounted key stations, located inside and outside the front and back doors, must BOTH be turned to the 'ON' position to activate the magnetic locking system. A way of testing this is to try to open the door and if the magnets (located at the top of the door) have adhered, you will not be able to open the door and at this point you can also use the physical door lock. In the event of the fire alarm being activated the magnetic door locks will automatically release to allow these doors to serve as a fire exit. The magnetic locking system also has a battery back up in the event of a power failure.

- Grevillea has three separate accommodation areas which have the ability to be locked off according to your group's booking requirements. Key access for this building is dependant on the area of use and may incorporate use of either the black electronic (EKA) key or a metal key. *Please note that Grevillea is not equipped with a magnetic locking system however, it does have fire alarms.*

- Key tags detail the Swan Valley Adventure Centre Duty Manager telephone number for use in case of emergencies or maintenance concerns.

- Please note that should you try to use the black electronic (EKA) key in a lock that has not been programmed onto your key an alarm will sound inside the key to alert you that access is denied.

PARKING - should only be in designated parking areas. Please refrain from parking outside camp houses so that emergency service vehicles may gain access in the case of an emergency. Bus/ Coach parking is available on site.

ACCOMMODATION - Sleeping arrangements must be in specified sleeping areas only.

No beds, mattresses, furniture or other fittings are to be moved from where they are located.

Supervisors MUST be aware of keeping FIRE EXIT areas clear in case of emergency.

Mixed gender groups which include children/ young adults, who are choosing to be allocated into the same camp house, please note that where possible, it is recommended that group organisers allocate guests into separate male and female areas, with same sex supervisors residing within the camp house.

CHECK-IN/ CHECK-OUT - Access to accommodation houses is available after 3.00pm.

If your scheduled arrival is prior to 3.00pm we will store your luggage in a separate building until 3.00pm. To guarantee check-in to the accommodation houses prior to 3.00pm we suggest booking the accommodation from the night prior. **Check-out time is strictly prior to 9.00am**, however should you require a late check out we can store your luggage or charge a late check out fee, subject to availability.

MEAL TIMES - Standard meal times are - Breakfast 7.30am, Lunch 12:15pm and Dinner 6.00pm, or as per your pre-agreed program times. **Please ensure all members of your group are present at the Dining Room at the start of meal service.** Any variations in meal times may result in an additional fee. Should you require meal times outside of our standard catering hours, this will incur an additional cost.

DINING ROOM - A reasonable standard of dress is required in the Dining Room and **shoes must be worn at all times.** The Dining Room is a shared space and general behaviour is the responsibility of group supervisors. Upon conclusion of the meal please ensure that food scraps and rubbish are disposed of in the bins provided with crockery/ cutlery and glassware placed on the trolley for washing by SVAC staff.

LINEN - All beds at Swan Valley Adventure Centre include the provision of a fitted sheet. There are two options for bedding (BYO sleeping bag, pillow and towel OR paid surcharge for SVAC to supply doona, pillow and BYO towel). **At the end of your stay groups are asked to remove used linen and place in the laundry bins provided.**

CLEANING - The accommodation houses are expected to be kept in a clean and tidy state. While our staff will service the bathroom areas each day it is the groups responsibility to keep all other areas clean. Any rubbish is to be disposed of in the bins located to the rear of the accommodation houses each day.

Prior to departure all accommodation is to be left in the manner it was found on arrival.

Accommodation houses should be swept/ vacuumed, bins emptied, and lost property collected.

ALCOHOL - Under no circumstances is any alcohol to be brought onto the site without the consent of the SVAC Management. If permitted, alcohol can only be consumed in your private residence or conference room. The Dining Room is strictly alcohol free. *It is not permitted by Australian Law to provide alcohol to or permit anyone under the age of 18 to drink alcohol.*

DRUGS - Under no circumstances are illicit drugs to be brought onsite or used at Swan Valley Adventure Centre. Group leaders are responsible for storing and administering any of the groups individual prescribed medication.

SMOKING - **Smoking is not permitted** in any of the buildings or areas outside of our designated smoking areas.

NOISE - Swan Valley Adventure Centre is a multi-use venue and can accommodate a number of different groups at any time. To ensure everyone can enjoy their stay, **we ask that all noise cease by 10.00pm.**

LAUNDRY - **Accommodation houses are equipped with a washer, dryer and/or clothesline.**

Large amounts of personal clothing can be laundered by our staff with prior arrangement and for an additional fee.

POOL- Use of the pool must be pre-booked and confirmation will depend upon. SVAC is not responsible for the supervision of groups using the pool. Group supervisors are responsible for ensuring that all people swimming are aware of and comply with the SVAC pool rules which are located within the pool area compound.

FIRE - Under no circumstances is anyone permitted to light a fire anywhere on the site without prior consent. **The Camp Fire area can only be used by pre-booking (May to September).**

Candles are only permitted on site with permission from Swan Valley Adventure Centre Staff. If approved by Swan Valley Staff, all candles (that have a naked flame) must be encased in a fire proof vessel to ensure that no damage is caused to any building, furniture or carpets. Failure to comply with this may incur a fee for repair or cleaning of the said damage. Candles which are lit must not be left unattended at any time.

FIRE ALARMS - All camp houses are fitted with a fire alarm system and firefighting equipment. In each house you will find a floor layout with emergency exits, location of the equipment and a fire emergency procedure. **It is the responsibility of the group leader of each house to ensure all members of their group are familiar with the fire plan and know the procedures for evacuation and the location of the muster areas.**

In case of visible fire - telephone FESA on '000', remain calm and give your exact location then contact the SVAC Duty Manager immediately for further instruction.

If no fire is evident - contact the SVAC Duty Manager and await instruction. You must not re-enter the building until the fire alarm bell has stopped sounding and you are instructed to do so.

False alarms cause disruption to the site, and anyone found causing such, via a deliberate act, will result in their group being charged \$300.00 per false alarm. Emergency exit lights are not to be tampered with or covered at any time and mattresses are not to be removed from beds. This is to ensure that emergency exits can be clearly seen, and the walkways are always unobstructed.

SECURITY - Group leaders must ensure that all electrical equipment (lights, sound equipment, data projectors, air-conditioning etc.) is turned off prior to locking up buildings being used by the group. All our accommodation houses are equipped with magnetic door locks (except Grevillea) which you also have the option to use for additional security. Any damage or loss which occurs, due to the failure of the group leader locking up, will be invoiced to the group. Please note SVAC is a mixed-use site, and other groups may be using onsite at the same time. We recommend ensuring that your camp house(s) are kept locked when unattended, as SVAC accepts no responsibility for lost or stolen items.

PROPERTY - Any property damage must be reported to the SVAC Duty Manager or Reception immediately. Please note that charges will apply for intentional damage. SVAC cannot take responsibility for the damage or loss of items before, during or after an event. Lost property is the responsibility of the group organiser, and no responsibility will be taken by SVAC to locate lost items. Any property found after departure will be stored for a maximum 2 weeks, after which it will be donated to charity or disposed of.

FLORA AND FAUNA – We ask that all guests respect our site and keep to designated paths, and not walk through the garden areas. There is a possibility, at certain times of the year, that you may encounter venomous snakes. Please do not approach any snake but report sightings immediately to SVAC Staff.

OFFICE HOURS - Our Reception office is open: **Monday to Friday from 8.30am - 4.30pm** and **CLOSED Weekends and Public Holidays**. Please direct all your enquiries to SVAC Staff during these opening times. The SVAC Duty Manager is resident onsite for emergencies only and this contact number is located on your key tag – this telephone number is for emergency and maintenance issues only.