

Information Package 2012



Office: (07) 5533 6154

Fax: (07) 5533 6189

Email: admin@bornhoffenpcyc.org.au

Web: www.bornhoffenpcyc.org.au



Supported by Queensland Blue Light Association
 Major Sponsor of the PCYC Catalyst Program
 2008, 2009, 2010, 2011



Member of
 Queensland Outdoor Recreation Federation,
 Outdoor Educators Association of Queensland
 and Land for Wildlife

Inside this package

About Bornhoffen	2
Prices for 2012	4
Standard Booking Conditions	5
Professional Catering and Self Catering	6
Your Menu Options	7
You Must Supply, What We Supply, What to Bring	9
Directions to Bornhoffen	10
Bornhoffen Site Map	11
Camp One Plan	12
Camp Two Plan	13
Guidelines for Groups	14
Natural Bridge National Park Group Information	18
Contact Us	19
Service Booking Form	20
Catering Booking Form	22

Amended 16 January 2012

About Bornhoffen

We live in times of rapid technological change, reduced human social interaction, more “screen” time, increasing pressure on our environment and a pace of life which appears to be getting faster.

Bornhoffen is a place to take time out from the normal day to day routine, to challenge yourself, to experience new thinking and to spend time reflecting and reconnecting with yourself, other people and the natural environment.

Whether you wish to engage our professional facilitators to design an experience for your group, or are just looking for a venue to run your own program, we are sure that you will find Bornhoffen an ideal place for youth and community development.

Bornhoffen is PCYC’s Centre for Youth and Community Development located at Natural Bridge in the Gold Coast hinterland. It was established by Police-Citizens Youth Clubs Queensland in 1978.

PCYC is a non-profit, non-government, community organisation. Our vision is ‘enhancing Queensland communities through youth development.’

Bornhoffen PCYC provides positive, real, meaningful and memorable experiences which develop individuals, groups and communities.

Our services include:

- Group Accommodation for 30 to 188 people
- Professional Catering or Self Catering
- School Outdoor Education Programs (Prep to Year 12)
- Personal Development
- Team Development
- Leadership Development
- Mobile Programs - anywhere in Queensland or Northern New South Wales

We work with a diverse range of partners including primary schools, high schools, community organisations, youth services, churches, special needs groups, families, government departments, police service and PCYCs.

Bornhoffen is owned and operated by Police-Citizens Youth Clubs Queensland, a non-profit community organisation. We rely on the income generated from our services as well as fundraising, donations, grants to cover all of our expenses such as maintenance, administration, utilities and wages.

Our facilities have been developed over time through the efforts of volunteers, police officers and the generous support of government, business and the community. If you would like to support Bornhoffen PCYC’s work with young people and the community, please contact our office team.

About Bornhoffen (continued)

Our Venue

Bornhoffen is set against a backdrop of high rainforest covered mountains, spectacular cliffs, running creeks and waterfalls. Our elevation of 400 metres above sea level and high average rainfall means that the vegetation remains lush and green all year round.

At Bornhoffen, we have two distinct and separate group accommodation venues. Each has its own dining/meeting room, commercial kitchen, cabins, staff rooms, outdoor areas and toilets/showers. This means that your group gets exclusive use of the venue that you are staying in and do not have to share a dining room or accommodation areas with other unrelated groups.

Choose the venue that suits your group size:

- Camp One (from 60 up to 120 people)
- Camp Two (from 30 up to 68 people)
- Total Venue (from 120 up to 188 people)

We also have excellent outdoor recreation facilities including a swimming pool, multi-sports court, playing field, walking tracks and plenty of grassy open space for activities.

Catering

We are proud of our professional catering service which provides quality, freshly prepared food as well as flexible and friendly customer service.

Using our catering service means that group leaders can focus their energy fully on the program and participants.

Alternatively, your group is able to access our fully equipped commercial kitchens to self-cater where this is being done by teachers, parents or other helpers on a voluntary basis.

Adventure Development

Our program service, Adventure Development, is available to work with your group at Bornhoffen or other sites throughout south east and regional Queensland.

We take a consulting approach and design experiences with recreational, educational or developmental outcomes based on the goals, needs and budget of your organisation. We also work in partnership with organisations to deliver intervention programs for young people at risk.

The definition of adventure is 'uncertainty of outcome'. Adventure can play a powerful role in our development. When we try new things and experience success, it builds our confidence and improves our ability to succeed in other areas of our lives.

If we just do what we've always done,
we will get what we've always got.

Prices for 2011 and 2012

PLEASE READ CAREFULLY OUR STANDARD BOOKING CONDITIONS ON THE NEXT PAGE AS THESE ARE VERY IMPORTANT AND MAY HAVE A SIGNIFICANT FINANCIAL IMPACT ON YOUR GROUP

2012

Accommodation and Facility Use \$22.00 per person per night

Includes bunk accommodation, use of dining room, use of all crockery/cutlery, shared use of grounds, swimming pool, playing field and walking track system. Groups are required to wash their own dishes after each meal using the commercial dishwasher and undertake their own cleaning during their stay and at the conclusion of their stay.

Day Visitors \$4.50 per person per day

Pavilion Hire (additional indoor space) \$100.00 per day

Firewood \$30.00 per wheelbarrow load

Campfire Wood \$55.00 per campfire
must be booked one month prior

Data Projector Use * \$55.00 per day

Portable PA System Use * \$27.50 per day

* equipment is subject to availability

Late Checkout/Check In \$100.00 per hour
Must be arranged in advance - subject to availability

Professional Catering

Bornhoffen Catering (Standard menu) \$10.80 per person per meal

A minimum charge of 30 people and a minimum of six (6) consecutive meals applies to all catering bookings. For provision of special menu items, part catering or single meals, please discuss your particular needs with us and we will provide a written quotation.

For Self Catering Groups Only

Please note: If your group size is 60 people or more and you are self catering, the person coordinating catering must have obtained and provide documentary evidence of a food handling certificate one month prior to your stay.

Kitchen Use Fee Camp 1 \$85.00 per night

Kitchen Use Fee Camp 2 \$55.00 per night

PLEASE READ CAREFULLY OUR STANDARD BOOKING CONDITIONS ON THE NEXT PAGE AS THESE ARE VERY IMPORTANT AND MAY HAVE A SIGNIFICANT FINANCIAL IMPACT ON YOUR GROUP

Standard Booking Conditions

- **Arrival time is strictly from 10.00am weekdays and from 4.00pm Fridays (for weekend bookings)**
- **Departure time is strictly 1.00pm unless prior arrangements have been made in writing**
- **These times are very important to allow us to prepare the venue for the next group – unfortunately, due to a number of groups not observing these times, a late departure fee of \$100.00 per hour will now be applied.**
- **A minimum charge of two nights applies to all bookings - weekday two night bookings must be either Monday to Wednesday or Wednesday to Friday or additional charges may apply.**
- **A minimum charge of three nights applies for public holiday long weekends**
- Children 0-5 years of age are free of charge but not included in the required minimum numbers
- All prices include 10% GST - prices correct at time of printing but subject to change - please ensure you check our website at the time of booking to ensure you have the current pricing information
- **CAMP ONE** Maximum capacity is 120 people - minimum charge \$2640.00 (equivalent of 60 people x 2 nights) Deposit required \$440.00 including GST
- **CAMP TWO** Maximum capacity 68 people - minimum charge \$1320.00 (equivalent of 30 people x 2 nights) Deposit required \$220.00 including GST
- **TOTAL VENUE (CAMP ONE AND TWO)** Maximum capacity 188 people - minimum charge \$5280.00 (equivalent of 120 people) Deposit required \$880.00 including GST
- **CANCELLATION POLICY (VERY IMPORTANT) All deposits are non-refundable and non-transferable. Should you wish to cancel or re-schedule all or part of a booking, you must notify us in writing. If you wish to cancel all or part of your stay less than 90 days before the scheduled start date, you will incur a charge for each night cancelled as follows: Camp One = 60 people, Camp Two = 30 people, Total Venue = 120 people**

Professional Catering

Bornhoffen provides a catering service which is available for your group. We aim to provide quality, freshly prepared food and excellent, friendly service. We are able to cater for special dietary requirements.

We are happy to provide different menus for groups with specific needs – eg. adult groups, conference dinners and special events. Where your menu requirements differ from the standard menu, a quotation can be provided by us once we have an understanding of your needs.

External commercial catering companies are not permitted to take bookings or provide catering at Bornhoffen.

Self Catering Policy

Bornhoffen PCYC has a long history of allowing groups to cater for themselves. We recognise that community groups working together to prepare, share and clean up after meals is an important part of being on camps and can also help make experiences affordable.

Self catering groups are welcome at Bornhoffen where it involves bonafide volunteers, parents, teachers or other helpers – all commercial catering is undertaken by our own professional caterer.

Increased regulation by State and Local governments has meant that we need to make changes to our self-catering policy.

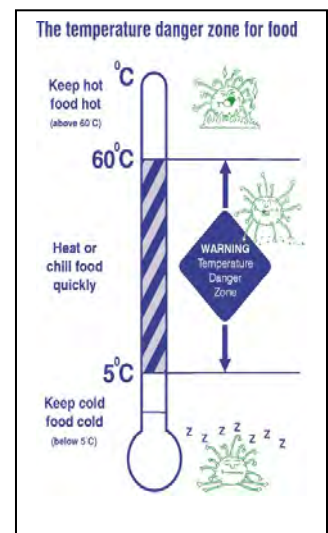
- 1. A kitchen use fee will now apply for self catering groups. This is to help contribute to the cost of maintaining and upgrading our catering facilities and equipment.**
- 2. All self-catering groups are 100% responsible for the maintenance of safe food storage, handling and preparation as well as identifying and managing risks within the commercial kitchen.**
- 3. For groups of 60 or more people, the person coordinating catering must have obtained and provide documentary evidence of a food handling certificate one month prior to arrival at Bornhoffen.**
- 4. For groups of less than 60, the person coordinating catering must have a sound understanding of safe food handling principles. We strongly recommend that the person coordinating catering has obtained a food handling certificate.**

Kitchen facilities are available for use together with pots, pans, basic utensils, crockery and cutlery. We recommend that self-caterers consider bringing any additional items that they might need to make their life easier such as kitchen scales, cake tins, measuring cups and sharp cutting knives.

Six key food safety tips include:

- keep hot food steaming hot
- keep cold food refrigerated
- cook high risk foods thoroughly (high risk foods include mince, burger, patties, sausages, rolled roasts, stuffed meats, rabbit, seafood and poultry)
- keep raw and cooked foods separate
- keep kitchen and utensils clean
- wash hands with soap and dry thoroughly

For more information about food safety, go to www.foodsafety.asn.au or www.foodsafetymatters.gov.au



Your Menu Options

We pride ourselves on our catering service – good, healthy, tasty and plentiful food as well as friendly catering staff who understand that being flexible is what you need. Choose your meals from the following menu options using the catering booking form at the end of this package.

BREAKFAST

Is served with:

- selection of cereals
- freshly sliced fruit
- toast with spreads
- fruit juice
- bottomless tea and coffee
plus ONE of the following:

Continental Breakfast
a selection of Danish pastries

Bacon and Eggs
country style bacon and eggs
served with grilled tomato

Pancakes and Maple Syrup
light fluffy pancakes topped with maple syrup

Croissants
baked on site and filled with
ham and melted cheese

Savoury Omelette
with ham, cheese and spring onion

Baked Beans or Spaghetti
served on toast with grilled tomato

Scrambled Eggs and Bacon
served with grilled tomato

Bacon and Egg Muffin
grilled bacon and egg served
on a fresh muffin

Sausages and Eggs
served with grilled tomato

Morning tea is complimentary

LUNCH

Is served with:

- freshly sliced fruit
- sliced bread or rolls
- butter and spreads
- fruit drink
- bottomless tea and coffee
plus ONE of the following:

Cold Meats and Salad
cold sliced meats with three freshly made
salads served buffet style

Pan Pizza and Salad
(for groups of 60 or more –
please check if are able to provide this menu item)
home made on a thick crust base and served
with a fresh garden salad

Sausage Sizzle
beef sausages with cheese and onion in a roll

Stock Pot Soup
home made using fresh vegetables

Bornhoffen Burgers (a final day tradition)
fantastic beef burger with cheese and heaps of salad

Quiche Lorraine or Vegetarian Quiche
served with fresh salad and crunchy potato wedges

Chicken Caesar Wraps
seasoned chicken coated in a caesar dressing with a
fresh salad and cheese in a lavash wrap

Packed Lunch
ham, cheese and salad roll with a fruit bun, fruit drink
and piece of fruit (perfect for days out or if you need
to take your final meal with you)

**All lunch options can be
also used as dinners**

Afternoon tea is complimentary

Your Menu Options (continued)

DINNER

Is served with:

- freshly sliced fruit
- sliced bread or rolls
- butter and spreads
- fruit drink
- bottomless tea and coffee
plus ONE of the following:

Classic Roast

your choice of either roast chicken, pork or beef served with three vegetables and gravy

Chilli Con Carne

mildly spiced Mexican mince served with rice and salad

Bornhoffen Barbeque

sausages and steak with three fresh buffet salads

Spaghetti Bolognaise

traditional bolognese sauce and spaghetti served with a tossed salad

Crumbed Fish Fillets

crumbed fish served with potato wedges, lemon wedges and salad

Chicken or Beef Schnitzel

served with potato and fresh salad or vegetables

Lasagne

traditional beef and tomato lasagne served with garden salad

Chicken Cacciatore

tender chicken pieces braised in a tomato, mushroom and herb sauce with rice

Beef Stroganoff

tender beef strips in a traditional creamy stroganoff sauce served with rice

DINNER (continued)

Shepherd's Pie

savoury mince and vegetables topped with mashed potato

Bangers and Mash

thick beef sausages with lashings of gravy, mashed potato and peas

Beef Tacos

served with tomato, lettuce, cheese, sour cream and salsa

DESSERT

Choose ONE of the following desserts to follow each of your evening meals:

Apple Crumble and Custard

Fruit Salad with Ice Cream

Jellied Fruit and Ice Cream

Traditional Trifle with Whipped Cream

Apricot Pudding with Custard

Sticky Date Pudding with Ice Cream

Chocolate Mousse with Whipped Cream

Ice Cream Sundae with Topping
choice of strawberry or chocolate topping

Evening supper with hot chocolate
is complimentary

PLEASE NOTE: This is our standard menu which is designed for schools and community groups.

We are happy to provide different menus for groups with specific needs – eg. adult groups, conference dinners and special events. Where your menu requirements differ from the standard menu, a quotation be provided by us once we have an understanding of your needs

Your Group Must Supply

- **Public Liability Insurance Certificate of Currency – if your organisation/group does not have public liability insurance, please indicate this on the booking form.**
- **Group First Aid Kit appropriate for your group size, activities and level of training.**
- **A staff member with a First Aid current first aid qualification. It is a requirement that an adult staff member (18 or over) with current resuscitation certificate (in last 12 months) supervises if using the swimming pool.**
- **Sporting and/or activity equipment**

What We Supply

- All Crockery
- All Cutlery
- Commercial Dish Washer (chemicals supplied)
- Television
- DVD player
- CD player (available on request)
- Gas BBQ (LPG gas supplied)
- Toilet paper is provided
- PA System
- Whiteboard
- Projector screen (fixed in each dining room)
- Washing Machine and Dryer (coin operated takes 3 x \$1.00 coins)

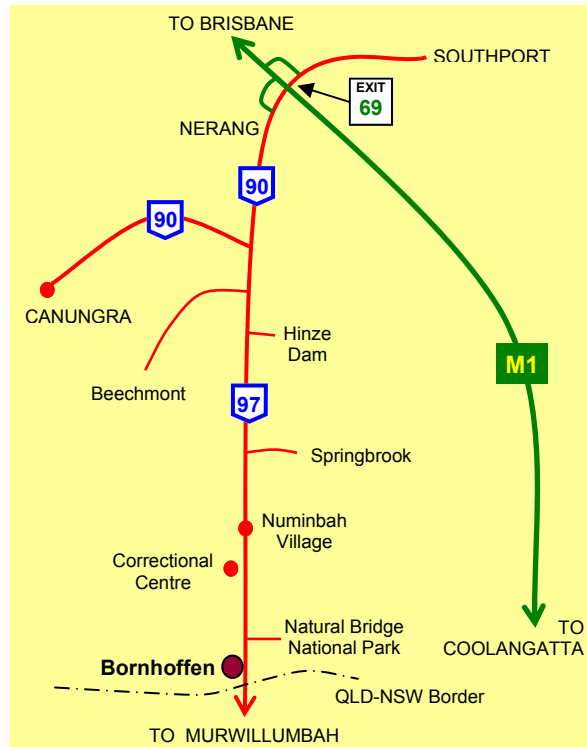
What to Bring

- **For hygiene reasons, every person must bring a single fitted sheet to be placed on their bed**
- Pillow with pillow case
- Blankets or Warm Sleeping Bag (it can be cold any time of year)
- All Personal Toiletries
- Warm clothing – it can get cool in the mountains at any time of the year
- Raincoat
- Enclosed footwear
- Towel
- Torches

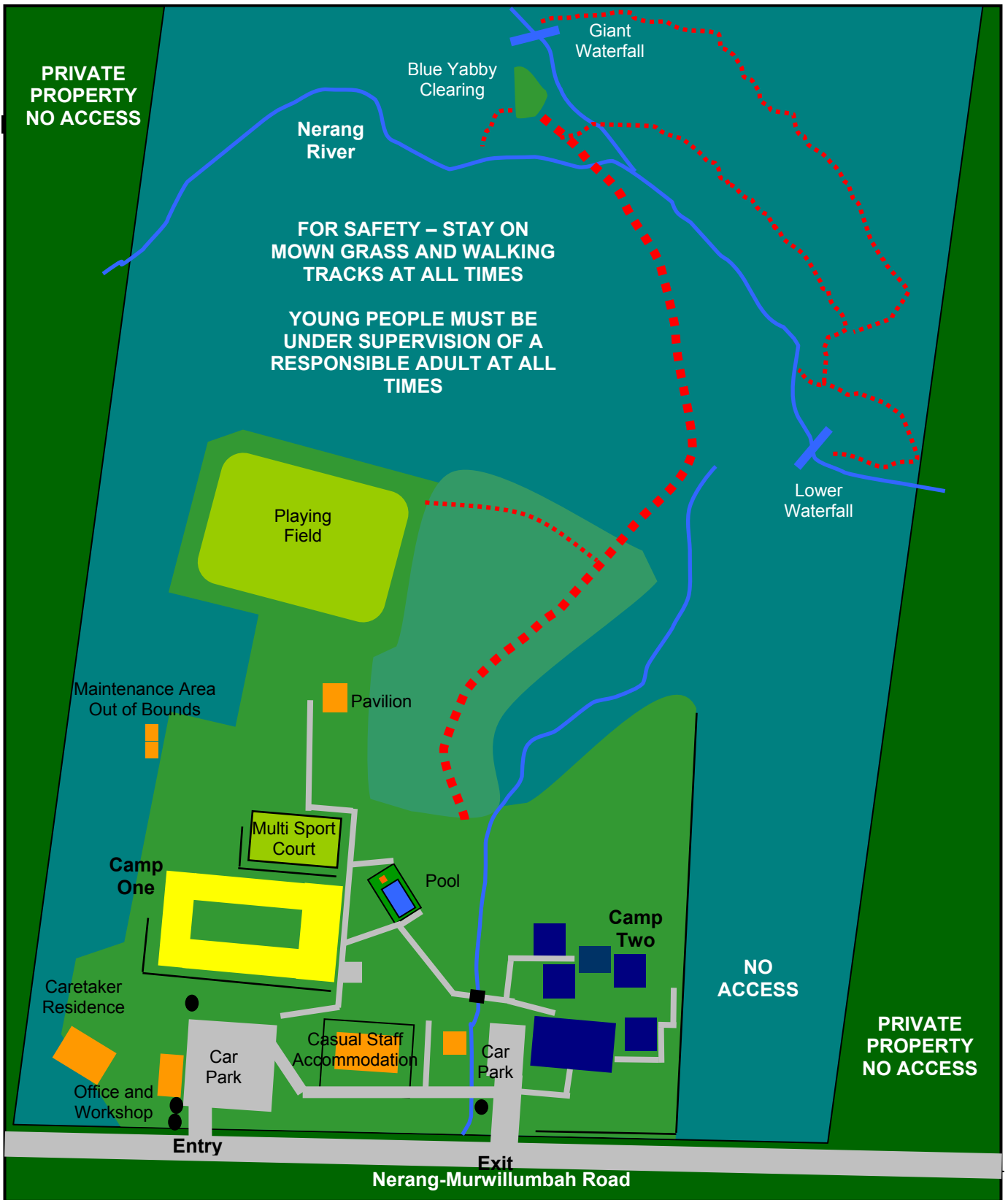
Directions to Bornhoffen

From M1 Pacific Motorway – heading south

- Take Southport Nerang exit (Exit 69)
- At traffic lights, turn right onto Price Street. Continue straight ahead on this road through the built up area of Nerang. This road changes its name to the Nerang-Beaudesert Road (Route 90).
- Pass Beaudesert turnoff on right (Mount Nathan Road)
- You are now on Route 97 – Nerang-Murwillumbah Road and it is approximately 35 kilometres to Bornhoffen from this point.
- *Note: Gold Coast City Council lot numbers appear at entrances to properties – they are on a short pole with white figures on a black background. Bornhoffen is 3510 Nerang-Murwillumbah Road. This means that it is 35.10kms from the beginning of the road. You can keep track of your progress as you drive towards Bornhoffen by keeping an eye out for these lot numbers.*
- Pass the turnoff for the Beechmont Road on right (turnoff for Binna Burra)
- Pass the Hinze Dam turnoff on your left - this section of the road is quite hilly and windy – take care.
- Pass Springbrook turnoff on left (lot number 1792)
- Pass through the tiny township of Numinbah (School of Arts hall on right).
- Pass Numinbah Correctional Centre on right.
- Pass the Natural Bridge National Park turnoff on left.
- **Bornhoffen is approximately 2.5kms past the Natural Bridge turnoff on your right.**
- **Camp Two is the first driveway you come to.**
- **Camp One is the second driveway you come to.**
- **If you reach the Queensland-New South Wales border, you have gone too far. Turn around and drive back 1km.**



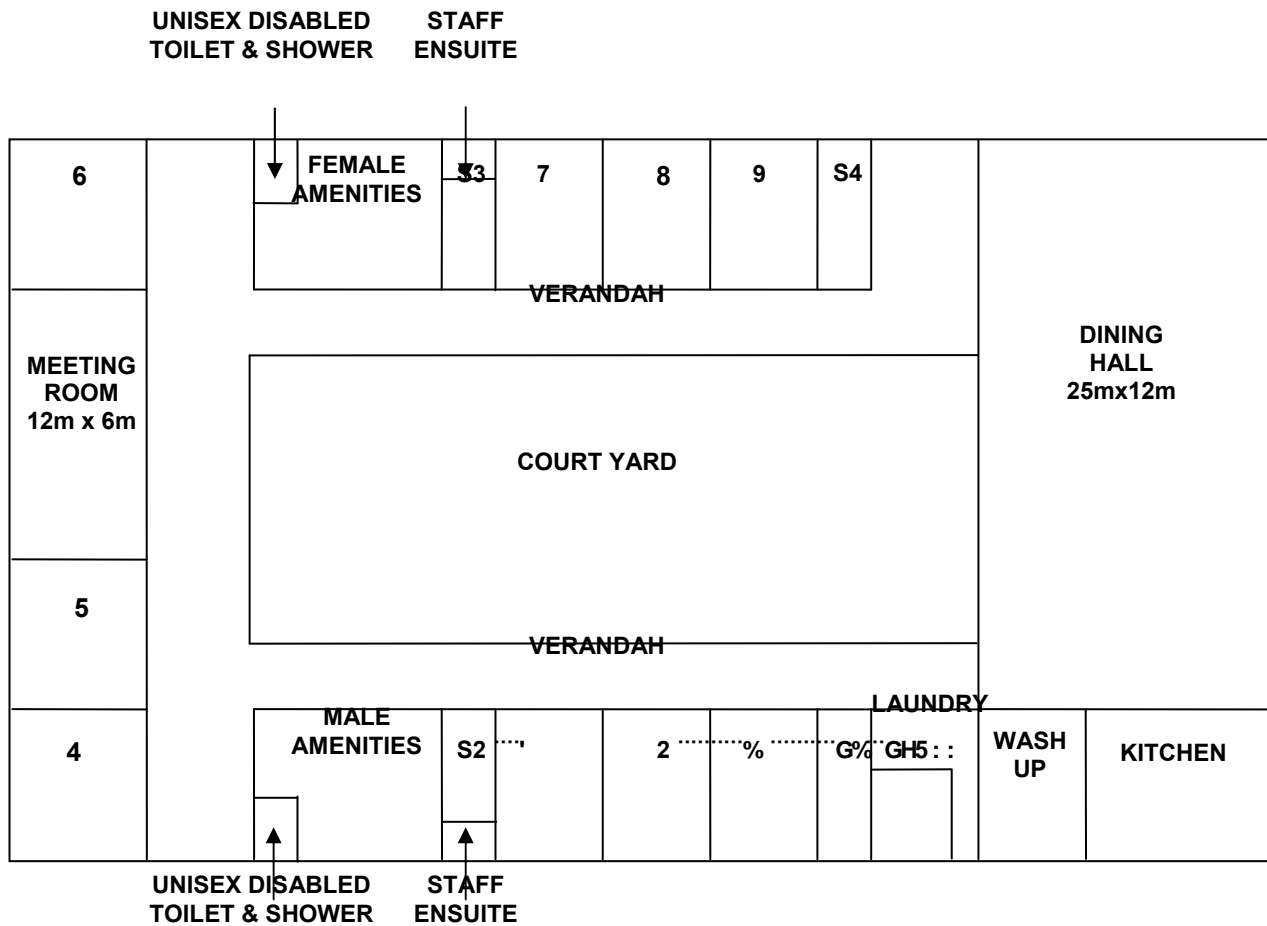
Bornhoffen Site Map



- Camp One
- Camp Two
- Other Buildings
- Walking Tracks
- Path or road
- Watercourse



Camp One Plan



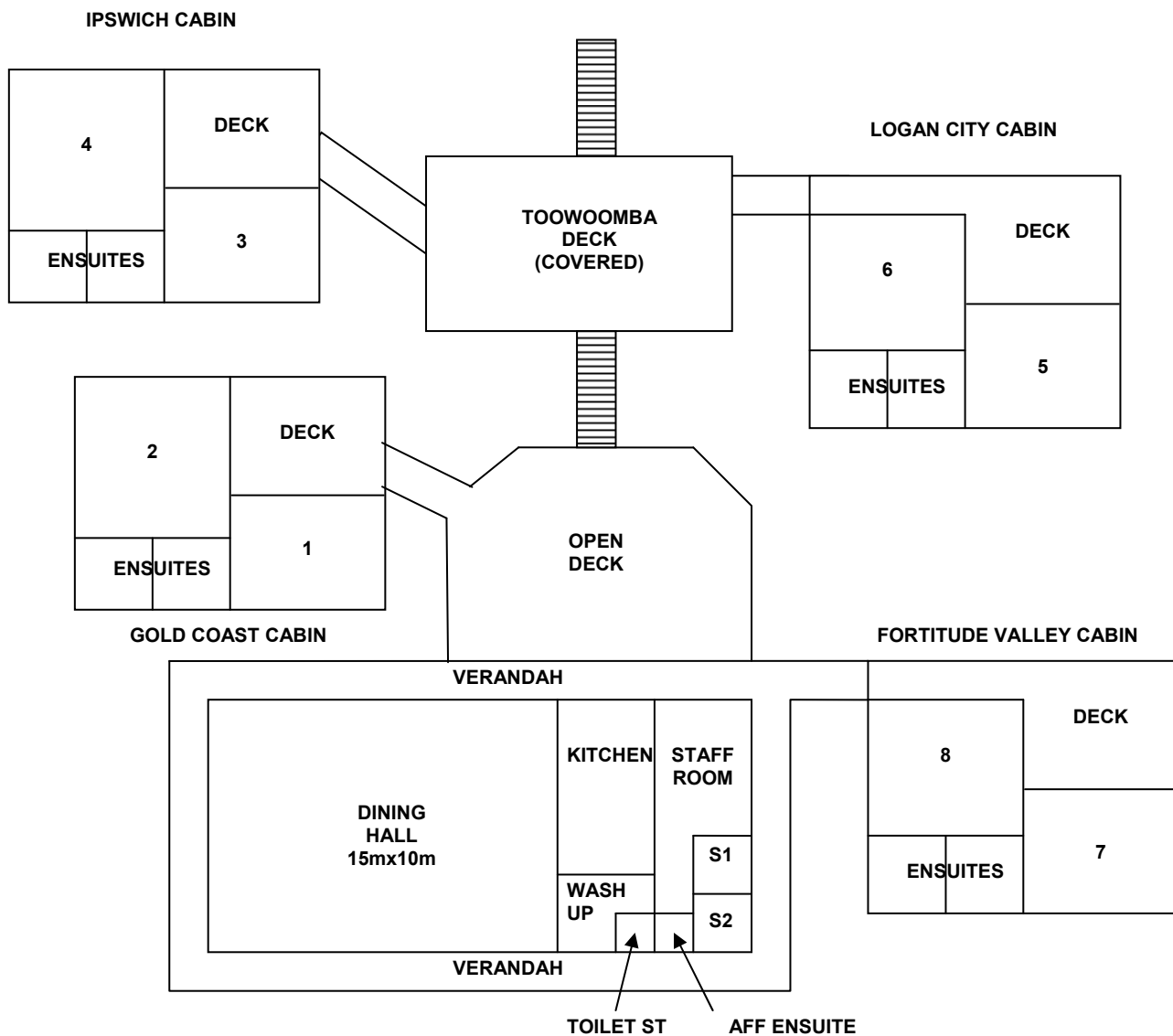
Total capacity of Camp One is 120 people

Rooms 1-9 have twelve beds each (6 x double bunks)

Rooms S1-S4 are staff rooms and have three single beds each

S2 and S3 staff rooms have an ensuite shower and toilet

Camp Two Plan



Total capacity of Camp Two is 68 people

Each cabin has two rooms with eight beds in each room (4 x double bunks)

Rooms S1 and S2 are staff rooms and have two single beds each

Please check if one room (preferably S1 or S2) needs to be made available for our caterer if you are using Bornhoffen catering

The cabins and deck are named after PCYC clubs who provided financial assistance to help redevelop Camp Two during 1998

Guidelines for Groups

Bornhoffen is a community-based facility owned and managed by Police-Citizens Youth Clubs Queensland. The facilities you are staying in and using are the result of many years of volunteer fundraising. We ask that you respect the facilities and our wonderful natural environment.

Our aim is to make your stay at Bornhoffen an enjoyable, safe and rewarding experience. One of our staff is on duty at all times to assist you, including on call after hours. If you require assistance or are not satisfied with anything at all please contact them immediately.

Arrival

- A Bornhoffen staff member will meet you on arrival. Should you not be satisfied with any matter i.e. the cleanliness of an area please bring this to the attention of our staff so the matter can be immediately dealt with.
- Please identify the nominated Group Coordinator. This person must sign to acknowledge that they have received the document titled "Arrival Briefing for Group Coordinators". This contains information which we require you to communicate to all members of your group.

Behaviour

- The Group Coordinator is responsible for the conduct of their group member during their stay at Bornhoffen.
- Bornhoffen aims to minimise its impact on the natural environment. If bush walking, please remain on the tracks.
- Bornhoffen staff will inform you of any areas that are out of bounds or have restricted access.

Breakages / Damages

- Please report all breakages or damage to the Bornhoffen staff member on duty immediately. It is our policy to charge your camp for all breakages or damages.

Barbeques

- If used, please ensure the barbeque is clean on your departure.

Cleaning

- Your camp will be responsible for maintaining the cleanliness of the camp during your stay. This cleaning includes accommodation, meals areas, kitchens and the grounds.
- Please see the Departure Procedure displayed for cleaning requirements on your final day. You are requested to arrange your program to allow all rooms to be emptied and cleaned **by 10.00am on the day of departure.**
- The Bornhoffen staff member on duty will conduct an inspection with you to ensure these areas are left clean and tidy for the next group.

Camp Fires

- A campfire area is located below the swimming pool area. Please see the Bornhoffen staff for instructions. If a fire ban is in force/conditions are unsuitable, we are not permitted to use this facility. We require a minimum of one month's notice for the supply of wood for campfires – charges apply.

Candles

- Candles are not permitted in any cabins at any time due to fire risk.

Guidelines for Groups (continued)

Child Protection

- All Bornhoffen PCYC staff are required to undertake a Working With Children Check and hold a Blue Card issued by the Commission for Children and Young People and Child Guardian.
- Organisations using the venue should ensure that they are aware of their own obligations regarding the requirement for staff and volunteers to hold Blue Cards. It is your organisation's responsibility to ensure that child protection issues are considered during the planning and delivery of your program.
- For more information about child protection, please visit www.ccyipcq.qld.gov.au or telephone the Commission for Children and Young People and Child Guardian on 07 3247 5145 or 1800 113 611 (Freecall)

Departure

- You will be asked to complete a Departure Report Form which includes an evaluation section as well as a record of your actual number of people.
- The departure time is **no later than 1.00pm** unless you have a variation approved to this in writing. It is essential that you plan your final day program to allow for participants to **clean and vacate their rooms by 10.00am on the day of departure**.
- **Please note that a \$100.00 per hour late departure fee applies.**

Dishwashers/Washing Machines/Dryers

- Groups are responsible for the clearing and wash up of all crockery and cutlery after each meal. Each camp has a commercial dishwasher (chemicals are supplied). Please see Bornhoffen staff for operating instructions.
- Camp One has a coin operated washing machine and dryer. The machines take 3 x \$1.00 each. You are advised to bring some coins and washing powder with you if you wish to use this machine.

Emergency Procedures

- The Group Coordinator is the designated camp Fire Warden
- The Group Coordinator should communicate evacuation procedures on the first day of their camp so that all group members are aware of procedures.
- Fire extinguishers and fire blankets are located in key areas around the venue – see the emergency evacuation plan for their specific locations.
- The emergency assembly area is the car park. The Group Coordinator must check their campers against their attendance list.
- Call 000 immediately.
- Report all emergencies and/or fires immediately to Bornhoffen staff.
- Our location is:

Bornhoffen - 3510 Nerang Murwillumbah Road
Natural Bridge QLD 4211
(2 kms past Natural Arch turn off)

First Aid

- Bornhoffen staff have first aid training but the main responsibility lies with your group. You are required to supply a first aid kit appropriate for your level of training and the size of your group and have an adult staff member designated as responsible for first aid.

Fireplace

- A load of firewood for indoor fireplaces is provided during winter months. Additional wood is available and charges apply. If used, please clean the fireplace prior to departure.

Guidelines for Groups (continued)

Furniture

- Beds and other furniture should not to be moved around the rooms. Mattresses are not to be taken out of rooms. Please do not drag tables and chairs across the dining hall. For safety, if any tables or furniture is damaged or broken, please report this immediately to Bornhoffen staff.

Heaters

- Electric heaters are not permitted at Bornhoffen because of their very high electricity usage and potential fire risk.

Inmates

- Inmates from the Numinbah Correctional Centre work at our venue on most weekdays. The inmates are low risk inmates who have been through a selection process to ensure suitability before being allowed to work on site. The inmates have been instructed not to have contact with your camp (other than to be polite). Please report any contact immediately to Bornhoffen staff.

Lights

- Please conserve electricity and turn off lights (including spotlights) when not in use.

Natural Bridge - Springbrook National Park

- Natural Bridge is located about 2km north of Bornhoffen and is a very special place.
- Queensland Parks and Wildlife have requested that groups visiting Natural Bridge keep their group sizes to a maximum of 15 people with accompanying staff. A permit may be required.
- Please read the information contained towards the end of this information package if planning a visit to Natural Bridge.
- **Groups walking along the road to Natural Bridge should be aware that there is no footpath and the road is very narrow and windy meaning motorist's visibility of pedestrians can be poor.**
- **If you choose to walk a group to Natural Bridge at night, it is strongly recommended that you position staff members at both the front and rear of your group wearing reflective high visibility vests and each with a bright torch to signal motorists.**
- **Please also note that we have neighbours who live along the road between Bornhoffen and Natural Bridge. Please ensure that you make it clear to all group members to keep noise to a minimum and ensure participant behaviour is closely supervised.**

Noise

- In consideration of our neighbours and others users as well as Bornhoffen staff and/or their spouses who live on site, we request that noise be kept to a minimum before 7.00am and after 10.30pm at night.

Out of Bounds Areas

- Visitors to Bornhoffen are requested to stay within the mown grass areas and on the formed walking tracks. Please do not cross any fences or gates as you may be trespassing on our neighbour's land. Bornhoffen has a number of cliffs and waterfalls and children/young people should never be permitted to be unsupervised. All sheds at Bornhoffen are out of bounds to visitors.

Parking

- Please park all vehicles in the car parks provided. If you need to drive on the grass for some reason, please request permission from a Bornhoffen staff member first.

Guidelines for Groups (continued)

Security

- Locks are provided on all cabins in Camp One and Camp Two. These doors cannot be locked without a key. A key is available for issue to the Group Coordinator on request. Bornhoffen PCYC cannot take responsibility for the security of any equipment or valuables.

Smoking

- Smoking is not permitted in any buildings, within 4 metres of any entrance to the building or within the fenced pool area. Please take extreme care and ensure cigarette butts are completely extinguished and disposed of in a rubbish bin.

Sports Equipment

- Basketballs, soccer balls, tennis racquets and table tennis equipment are available for use by groups. Group Coordinators are responsible for the safe use and return of equipment.

Telephones

- A telephone is provided in each venue. These phones cannot be used to dial out except to dial 000, call 1800 free call numbers and make reverse charge calls. These phones are able to receive calls. The phone numbers are as follows - Camp One (07) 5533 6110 - Camp Two (07) 5533 6164
- Mobile phone coverage is generally good for Telstra and Optus networks. Other networks will probably not have coverage.
- The Bornhoffen office is usually staffed during normal business hours (Monday to Friday) although operational requirements may mean that staff may not be present. The office number is (07) 5533 6154.
- In an emergency situation, if you have not been able to contact someone using the number shown above, please contact either of the following directly:

Co Manager (Venue) 0407 020 510
Co Manager (Leadership Development) 0407 148 123

Tents, Caravans and Campervans

- We do not generally provide our facilities for camping in tents, caravans or campervans. On occasion, we receive requests from groups booked into accommodation for one or two tents to be used or a campervan to be brought along. Approval by the Co Manager (Venue) is required at least one month prior to your booking. This is done on a case by case basis. Directions on which areas can be used will be given. Please note that our standard charges apply to any people staying in a tent, caravan or campervan.

Group Information

Springbrook National Park (Natural Bridge Section)

With its fascinating geology, ancient flora and exceptional fauna, Springbrook National Park is a popular place for school excursions. Springbrook plateau is a remnant of the northern side of a once huge shield volcano that dominated the region about 23 million years ago. Over time, the volcano has eroded away, leaving a landscape flush with cool rainforests, open eucalypt forests and montane heaths. This is a place of Antarctic beech trees, blue spiny crayfish, waterfalls and lyrebirds, a place where generations of school students have learnt about the natural environment and will hopefully continue to do in the future.

When planning your visit to Springbrook National Park please contact the south-east region permit officer on Ph: 3512 2314 in advance to advise the intended date of your visit and group numbers. The officer can recommend the best time for your group to visit the park so that you can avoid overcrowding and delays. A permit may be required.

Whilst visiting Springbrook National Park we ask that you please observe the following procedures:

- Keep group sizes to a maximum of **15** along the graded walking tracks. Larger groups must be split into smaller groups and start time staggered at least 5 minutes apart.
- Please keep noise to a minimum
- Carry a first aid kit and drinking water
- All plants, animals and natural and cultural resources are protected and must not be disturbed or damaged.
- Do not feed any wildlife and do not leave any food, which may be scavenged.
- Please take all your rubbish home with you.
- Please ensure that the activity is limited to formalised picnic areas and constructed walking tracks.

If you are planning on conducting any activities other than bushwalking on tracks or picnicking/barbequing, you will require a Group Activity Permit. Please contact Ecoaccess on 1300 368 326 to obtain a permit.

Natural Bridge is a special place. Please help protect this fragile ecosystem so it can be enjoyed by everyone now and in the future.

Please contact Springbrook National Park Rangers for further information:

Phone: (07) 5533 5989
Fax: (07) 5533 5991



Contact us

Our customer service team are always happy to answer questions so please contact us if we can be of assistance.

Our usual office hours are 9.00am to 5.00pm Monday to Friday (closed on public holidays) – operational requirements may mean that the office is unattended at some times – please leave a message and we will respond to your enquiry as soon as we can.

Inspections of our venue are very welcome – please make an appointment with our office as we require one of our staff to accompany you on site tours.

Office: (07) 5533 6154

Fax: (07) 5533 6189

Email: admin@bornhoffenpcyc.org.au

Web: www.bornhoffenpcyc.org.au

Mail: Bornhoffen PCYC
3510 Nerang Murwillumbah Road
NATURAL BRIDGE QLD 4211

Service Booking Form

This form is used to book any accommodation, catering and/or Adventure Development programs.

Please note that bookings are not confirmed until we have received your deposit and issued a written confirmation.

ORGANISATION DETAILS

GROUP NAME _____

CONTACT PERSON _____ POSITION _____

EMAIL ADDRESS _____

POSTAL ADDRESS _____

_____ POSTCODE _____

DAYTIME PHONE _____ AFTER HOURS PHONE _____

MOBILE PHONE _____ FAX _____

GROUP DETAILS

IN/START DATE ___/___/___ TIME _____am/pm APPROX NUMBER OF PARTICIPANTS _____

OUT/END DATE ___/___/___ TIME _____am/pm APPROX NUMBER OF VISITING STAFF _____

GENDER MALE FEMALE MIXED PARTICIPANT AGE GROUP _____

VENUE

- Bornhoffen Camp One** (minimum charge 60 people per night booked - maximum capacity 120 people)
- Bornhoffen Camp Two** (minimum charge 30 people per night booked – maximum capacity 68 people)
- Bornhoffen Total Venue (Camp One & Two)** (minimum charge 120 people per night booked - maximum capacity 188 people)
- Other Venue** (please specify) _____

CATERING

Groups using Bornhoffen have the option to use our professional catering service or self-cater. Outside contract caterers are not permitted to provide commercial catering at Bornhoffen. Self-catering is only permitted by bonafide volunteers, teachers, parents or helpers – a food handling certificate is required for groups of 60 or more

- Bornhoffen Catering** – complete the Catering Booking Form and return this with your service booking form
- Self-catering** – a kitchen use fee applies for self catering groups - all self-catering groups are 100% responsible for the maintenance of safe food storage, handling and preparation as well as identifying and managing risks within the commercial kitchen. Groups of 60 or more people, the person coordinating catering must have obtained and provide documentary evidence of a food handling certificate one month prior to arrival at Bornhoffen. Groups of less than 60 people, the person coordinating catering must have a sound understanding of safe food handling principles. We strongly recommend that the person coordinating catering has obtained a food handling certificate.
- Not applicable** – there is no catering required for this booking

ADVENTURE DEVELOPMENT PROGRAMS

- Is Adventure Development providing a program as part of your service? YES NO
- Have you received a proposal and costing from Adventure Development? YES NO

If NO, please contact Adventure Development to request a written proposal before making a booking

PUBLIC LIABILITY INSURANCE

- Does your organisation have public liability insurance? YES NO
- If yes, please attach a copy of your Certificate of Currency

HOW DID YOU FIND OUT ABOUT US?

- Advertisement E-newsletter PCYC Club Used Before Website
- White Pages Word of Mouth Other (specify) _____

OFFICE USE ONLY

Form Rcvd _____ Date Deposit Rcvd _____ Entered ACT _____

Deposit Rcvd \$ _____ Invoice No _____ Entered Cal _____

PLEASE COMPLETE, SIGN AND RETURN THE NEXT PAGE AS WELL

PLEASE ENSURE YOU READ AND UNDERSTAND THE FOLLOWING BOOKING CONDITIONS

BORNHOFFEN VENUE CONDITIONS

If you are booking the Bornhoffen venue, the following booking conditions apply

- **Arrival time strictly no earlier than 10.00am weekdays or 4.00pm Friday**
- **Departure time strictly 1.00pm – cabins must be emptied and cleaned no later than 10.00am on the day of your departure. A late departure fee of \$100.00 per hour applies.**
- Children under 5 years stay free of charge but are not included in the minimum numbers.
- Please immediately report any damages or breakages to our Caretakers. Any damages, losses or breakages will be invoiced to your group.
- Groups are responsible for cleaning duties and washing up during their stay and prior to departure as per the procedures displayed at the venue.
- Please ensure you check with our Caretaker before departure. If the venue is left in an unsatisfactory condition at the time of departure, a cleaning fee of \$220 will be invoiced to your group.
- Each group is responsible for ensuring that they have an appropriate first aid kit and a staff member who is currently qualified in first aid.
- A responsible adult with a current first aid certificate (including CPR) must be on duty at all times while the swimming pool is used.
- The swimming pool, multi-purpose court and playing field are shared facilities for people using Bornhoffen. Please negotiate with other users as required. If you experience difficulties, please contact Bornhoffen staff.
- Bornhoffen PCYC cannot take responsibility for any personal items or equipment supplied by you during your stay or left at the venue on departure.
- **All deposits are non-refundable and non-transferable.**
- **Should you wish to cancel or re-schedule all or part of a booking, you must notify us in writing.**
- **If you wish to cancel all or part of your stay less than 90 days before the scheduled start date, you will incur a charge for each night cancelled as follows: Camp One = 60 people, Camp Two = 30 people, Total Venue = 120 people**
- Your organisation will be invoiced for the balance owed at the conclusion of the service – our credit terms are 7 days.
- **I have read and understood the contents of the Bornhoffen Information Package - available from www.bornhoffenpcyc.org.au**

ADVENTURE DEVELOPMENT CONDITIONS

If you are booking an Adventure Development program, the following booking conditions apply

- If a program needs to be re-scheduled or cancelled for reasons outside your control, we will do our best to work with you to find a win-win outcome. However, when a program booking is received, PCYC makes certain financial commitments to our staff and suppliers. To cover this, we require a non-refundable deposit of 30% of the total program cost to secure dates and begin pre-program planning.
- Should you wish to cancel your program, please advise us by fax or in writing to the address shown below. Financial costs of cancellation are as follows:
Cancel > 21 days prior to program = 20% of total cost
Cancel 7-20 days prior to program = 50% of total cost
Cancel < 7 days prior to program = 100% of total cost
- In the unlikely event that PCYC is required to cancel your booking, we will provide a full refund.
- We often operate in outdoor environments and are therefore subject to weather conditions. We will provide the program as booked unless we assess that the weather or conditions compromise participant safety. In this case, we will provide an alternative program.
- Any loss or damage of equipment/property by participants will be invoiced to your organisation.
- All participants in adventure activities are required to complete a Participant Information Form which we will supply. Participants aged under 18 must have their form completed and signed by their parent or legal guardian.
- **Your organisation will be invoiced for the balance of costs at the conclusion of the program – our credit terms are 7 days. Our invoice will be based on participant numbers as advised to us 14 days prior to the program or the actual number who participate – whichever is greater**

DEPOSITS REQUIRED

Venue: Camp One \$440.00 including GST Camp Two \$220 including GST Total Venue: \$880.00 including GST
Adventure Development: 20% of total cost (including accommodation and catering if applicable)

Cheques or money orders need to be made payable to QPCYWA BORNHOFFEN
EFT: BSB 064 179 A/C Number 1022 8657 A/C Name QPCYWA BORNHOFFEN Bank: Commonwealth Bank
Please include your group name in the transaction reference or we will not be able to identify your payment

Amount of deposit paid: \$ _____ Payment method: CHEQUE MONEY ORDER EFT

ACCEPTANCE OF BOOKING CONDITIONS

I am authorised to sign on behalf of the organisation above. I confirm our booking and accept all booking conditions outlined above. Full payment of our deposit is enclosed. Please keep a copy of this form including the booking conditions for your records.

Name (print) _____ Signature _____ Date ___/___/___

**PLEASE RETURN THIS TWO PAGE FORM WITH YOUR DEPOSIT TO
BORNHOFFEN PCYC 3510 NERANG MURWILLUMBAH ROAD NATURAL BRIDGE QLD 4211
Office: (07) 5533 6154 Fax: (07) 5533 6189 Email: admin@bornhoffenpcyc.org.au**

Catering Booking Form

Please complete this form if you require Bornhoffen catering as part of your service

GROUP NAME _____

CONTACT PERSON _____ POSITION _____

DAYTIME PHONE _____ AFTER HOURS PHONE _____

MOBILE PHONE _____ EMAIL _____

START DATE ___/___/___ FIRST MEAL _____ APPROX NUMBER OF PARTICIPANTS _____

END DATE ___/___/___ LAST MEAL _____ APPROX NUMBER OF VISITING STAFF _____

CAMP ONE CAMP TWO TOTAL VENUE PARTICIPANT AGE GROUP _____
 (Total Venue bookings are served from Camp One kitchen/dining room)

Please insert your preferred meals from the menu into the table below

DAY/DATE	BREAKFAST	LUNCH	DINNER	DESSERT
SPECIAL DIETARY REQUIREMENTS/ ALLERGIES /BIRTHDAYS		COMMENTS, ADDITIONAL DAY VISITORS, EXTRA PEOPLE, ETC.		

BORNHOFFEN CATERING BOOKING CONDITIONS

- Your final numbers and any special dietary requirements must be provided in writing NO LATER THAN SEVEN (7) DAYS PRIOR TO THE COMMENCEMENT OF CATERING.
- Your invoice will be based on these final numbers or the actual numbers – whichever is greater.
- A minimum charge of 30 people and six consecutive meals applies to all catering bookings unless a variation to this has been agreed in writing.
- Any additional people or visitors who are provided with catering must be declared and must be charged for.
- For provision of special menu items, part catering or single meals, please discuss your particular needs with us and we will provide a written quotation.
- Services which include a Queensland public holiday may incur a surcharge.
- Cancellations less than 28 days before your service will incur a 50% cancellation fee. Cancellation less than 14 days prior to your service will incur a 100% cancellation fee. Cancellation of your catering service must be in writing.
- Please keep a copy of this form including the booking conditions for your records.
- On behalf of the organisation above, I confirm our menu and accept all booking conditions outlined above.

Name (print) _____ Signature _____ Date ___/___/___

PLEASE RETURN THIS FORM WITH YOUR DEPOSIT TO
BORNHOFFEN PCYC 3510 NERANG MURWILLUMBAH ROAD NATURAL BRIDGE QLD 4211
 Office: (07) 5533 6154 Fax: (07) 5533 6189 Email: admin@bornhoffenpcyc.org.au

OFFICE USE ONLY

Form Rcvd ___/___/___ AD Service Y N Entered ACT ___/___/___
 Venue C1 C2 OTHER Fwd to Caterer ___/___/___ Entered Cal ___/___/___
 AD Program Needs _____