



Booking Information – non school group

The following information is provided to assist with the booking process at Mylor Adventure Camp or any booking with Baptist Care Adventure.

In this document:

1. Confirming a booking
2. Quote
3. Additional services
4. Minimum hire
5. Sharing the site
6. Catering
7. Self Catering
8. Programmed activity
9. Water Safety
10. Duty of Care
11. First Aid
12. Emergency procedures
13. Bushfire Risk
14. Keys
15. Before you arrive
16. Arrival procedure
17. Departure procedure
18. Emergency Contact details
19. Group leader checklist
20. Annexure A – Onsite Activity Descriptions

1. Confirming a Booking

To confirm a booking please:

- 1) sign and return the booking form, and
- 2) pay the deposit Invoice by the indicated due date

The booking reservation and quote will be held for seven (7) days from issue, after which time those dates/programs may be offered to other groups. Please note that bookings will not be confirmed until both signed Booking form and deposit payment are received.

2. Quote

The quote will contain a summary of the services included and forms the minimum hire amount payable as indicated on the booking form. Please check that the quotation is correct and contact us as soon as possible if any clarification is required. There is also the option of adding additional services to the camping program, the cost of which will be included in the final invoice following the event.



3. Additional services

Apart from accommodation please see following additional services that are available at additional cost.

- Programmed activity (refer Annexure A for more detail) - cost based on participant numbers & amount of activity required
- Riverview retreat self-contained accommodation – additional nightly charge
- Specific facility room hire (in addition to home space) – dining hall, chapel, deck
- Catering (onsite and offsite) - cost based on guest numbers & meals required
- Self catering kitchen
- Campfire (not available during the Fire Danger Season)
- Indoor Heated Pool use
 - Self-Supervised - \$110 per booking (Supervisor must have Pool Lifeguard qualifications)
 - Supervised swimming - \$55 per hour
- Animal/Reptile/environment suppliers - on site or off site activities (price on application)
- Marquees, equipment hire, and other third party activity hire (paintball, jumping castles, climbing walls etc) are available on request.

A minimum of 30 days advance notice is required for any additional services.



4. Minimum Hire

Minimum group size:	6
Maximum group size (under roof):	185
Maximum group size (under roof and canvas):	250

The quotation is calculated on the number of guests that are advised will attend camp at the time of booking. This cost is the **Minimum Hire** amount indicated on the Booking Form and will be charged despite less attendance.

If the number of guests attending is likely to be more than the number shown on the Booking Summary, we must receive notification at least two (2) weeks before the booking so we can make the necessary changes to catering, programming and accommodation arrangements. Additional fee, based on the quoted unit price, for each additional guest will be added to the final invoice. In some cases, usually where the group is already at the maximum number for an accommodation block, we may not be able to cater for increased numbers.

5. Sharing the Site

Mylor Adventure camp caters for multiple groups camping simultaneously - this allows us to cater for smaller groups whilst keeping prices affordable. We take great care in matching suitable groups where possible to ensure that the quality of the experience and the safety of guests is not compromised.

Each group will have their own designated accommodation zones however all guests will be required to share the dining hall at meal times.

6. Catering

We are committed to offering a healthy, balanced menu including meats, chicken, fresh fruits, fresh vegetables and salads to all our clients. Details of sample menus, standard meal times, dining room operations and visitor roles/responsibilities are described in the attached booklet **Catering and Dining Room Information**. It is essential that group leaders:

- i. Read this booklet prior to arrival, and
- ii. Pass on relevant information to other group members.

Please contact us if you have any questions about catering.

7. Self-Catering

Self-catering can be a cost effective option for camps on a budget. We have a purpose built (Dec 2019) self catering kitchen available for \$385 per booking.



8. Programmed Activity

Onsite activity equipment and infrastructure can only be used when a qualified Mylor Adventure Camp staff member is present.

The indoor swimming pool can be used only on receipt of the signed Swimming Pool Declaration form.

Where adventure programs/activities are required by a group, our program coordinator will get in contact with the group leader approximately six (6) weeks prior (where possible) to your event to discuss and finalise your program.

9. Water Safety

Pool

Mylor Adventure Camp has a 10m x 5m indoor heated pool which is available for hire. Supervision is essential at all times and the pool will be locked when not in use. Pool supervisors must be adequately qualified and have signed the Swimming Pool Declaration form available on request.

Onkaparinga River

Mylor Adventure Camp is surrounded on three sides by the Onkaparinga River. The Onkaparinga is an unfenced watercourse of variable flow containing snags, sunken branches and other natural hazards. Swimming in the Onkaparinga River is not permitted unless it is associated with canoeing/kayaking activities supervised by qualified Mylor Adventure Camp staff.

10. Duty of Care

It is a requirement of Baptist Care Adventure that the leaders of visiting groups maintain duty of care for people in their group at all times. Although our staff will facilitate the programmed activities (if required), a minimum of one adult is required to supervise each group at all times throughout the day to assist with group management and to maintain the duty of care. If the adult supervisor leaves the group at any time, the facilitator may need to stop the activity until a replacement supervisor is present.

11. First Aid

First Aid is your responsibility as part of your duty of care.

Guests are responsible for providing appropriately qualified First-Aiders, bringing their own First Aid kits and administering First Aid to members of their group as required. (Refer to Duty of Care above). It is also the guest's obligation to collect and manage medical and emergency contact information of the group.

While Mylor Adventure Camp staff are trained in first aid and may be able assist where possible, there is no guarantee that our staff will be available (or even on site) at the time of an incident.



12. Emergency Procedures

Our Emergency Response Plan document is available upon request. In answer to some commonly asked questions:

- All sleeping areas are fitted with interconnected smoke detectors with 24 hour off-site monitoring
- Fire equipment and systems are routinely maintained
- Fire extinguishers installed in all buildings
- Our after hours host is 'on call' 24 hours a day, 7 days a week and can be contacted in case of an emergency.

13. Bushfire Risk

Mylor Adventure Camp is situated in the Adelaide Hills and bushfires can present a natural hazard during the summer months. Our Bushfire Survival Plan is available upon request.

The Fire Danger Season of the **Mount Lofty Ranges CFS** district, of which Mylor Adventure Camp is a part, usually extends from the 1st of December through to the 30th of April the following year. Our Bushfire Action Plan dictates the procedures and cautions we are obliged to take during this time. Details of Fire Danger Season dates can be found on the Country Fire Service (CFS) website - www.cfs.sa.gov.au

Mylor Adventure Camp has adopted procedures for days of rated fire danger which are consistent with the procedures developed by the SA Department for Education for schools and outlined in the "Camps & Excursions Guidelines for Schools & Preschools".

Where the fire danger rating (FDR) is forecast:

- CATASTROPHIC – Mylor Adventure Camp will close. Any group on site will be evacuated to a 'safer place'.
- EXTREME – Any groups due to begin camp on an Extreme FDR will postpone their arrival until the FDR is Severe or lower. Groups already on site may remain on site if it is safe to do so following a risk assessment, with constant monitoring of any emerging threats.
- SEVERE - Mylor Adventure camp remains open for business, with monitoring of any emerging threats.

In the event of a bushfire emergency, Mylor Adventure Camp has a designated 'Last Resort Refuge'.

14. Keys

Where necessary, groups will be supplied with keys to open and secure the facilities they have been designated (accommodation, home space etc). This key will not access all areas of the campsite.



15. Before You Arrive

Once your booking has been confirmed you will receive pre-arrival information from us by email, containing the following:

- i. Pre-arrival information requesting final numbers and other details for camp planning purposes. NOTE – the final invoice will be generated from this information. The minimum hire amount is still applicable as per above information regardless of less attendees being expected at this point.
- ii. Accommodation plans showing the layout of buildings and beds to be completed with all guests.
- iii. Swimming pool declaration stating terms and conditions of swimming pool use outside of programmed activity times.
- iv. A sheet to list details of visitors' medical dietary requirements and/or special needs.
- v. Self-catering information (where applicable)
- vi. A sheet to list details of visitors' medical conditions, medication(s), other treatment(s) and/or special needs.

This documentation will need to be completed and returned by the indicated due date.

If applicable, the group leader will also be contacted by our program coordinator to discuss and confirm the details of the camp program (e.g. activities requested, number of groups, number of activity sessions per day).

16. Arrival procedure

We are potentially managing multiple on site arrivals / departures around the same time involving a number of different vehicles and it is imperative that the following instructions are strictly adhered to in order to maximise the safety of all persons on site.

Group leaders must report to the office on arrival and meet with the group host allocated to the group. The host will be the main contact person for guests at Mylor Adventure Camp – please direct all questions, queries and feedback to this person where possible during business hours. A 24/7 on call phone number will be provided to guests for any after hour emergency issues.

The host will give a brief induction talk to the group leader or the whole group, covering key information that all visitors need to be aware of (eg facilities, property boundaries, site safety and daily procedures). Please ensure that all your group members are present during the induction talk.

At the end of the induction talk your host will give you an induction folder containing:

- i. Information about facilities, safety and emergency procedures and emergency contact phone numbers.
- ii. A copy of the camp program.
- iii. A list showing the names of everyone in the group that are expected to attend based on the information received prior to arrival. We ask that you return the completed plan(s) to us before you arrive. **Please check the list of expected visitors and cross out the names of all people who are not present** (or who may be arriving at a later stage, in which case show when they are due to arrive/depart).



- iv. A form which the group leader **MUST** sign to verify understanding of the induction talk and have been given an opportunity to ask any questions of the host.

17. Departure Procedure

Guests are required to vacate accommodation by 8am on the day of departure. Bags can be placed in the bag storage racks provided.

Cleaning instructions are located on the door/wall of the accommodation areas stating guest requirements for tidying the site prior to departure. If these minimum expectations are not met then the guests will be required to return to the accommodation areas to rectify any issues prior to beginning the day's program or departing the site.

Please ensure that a **Feedback Form** is completed prior to departure. This form contains final numbers and other details for efficient invoicing, so it is essential that this is returned to the host.



18. Emergency Contact Details

Visitors to call 000 immediately in emergency situations

If using one of the Mylor Adventure Camp phones, please dial '0', followed by the number.

Emergency Services

Police, Fire Brigade, Ambulance (free call)	000 (Landline and Mobile) 112 (Mobile only)
State Emergency Service (SES)	132 500

Police

Police Attendance	131 444
Mount Barker Police Station (24 hours)	8398 1700
Stirling Police Station (Office hours)	8339 2422

Fire

Country Fire Service (CFS) – Region 1 Headquarters	8391 1866
Country Fire Service (CFS) – Mylor Station	8388 5200

Medical (with 24 hour Emergency Department)

Mount Barker and Districts Health Services <i>Wellington Rd, Mount Barker – 24 hour Emergency</i>	8393 1777
Flinders Medical Centre <i>Flinders Drive, Bedford Pk – 24 hour Emergency</i>	8204 5511
Women's and Children's Hospital <i>72 King William St, Adelaide</i>	8161 7000
Poisons Information Line	131 126

Baptist Care

Mylor Adventure Camp (24 hours emergency on-call)	0413 701 085
Angela Jolly (Acting Operations Manager, Mylor Adventure Camp)	0437 802 514
Ben Hopkins (Manager, Adventure Services)	0412 036 667
Tobin Hanna (Senior Manager)	0448 893 684



19. Group Leader's Checklist

Before you arrive, you have:

- Read and understood the information provided in this and the accompanying documents, including the cancellation procedure and terms and conditions of hire
- Confirmed the booking (see above)
- Made arrangements to bring First Aid and sporting equipment

When you arrive, you will:

- Hand a pre-prepared list of names of Group Leader(s) and participants in attendance to the host if not already provided.
- Confirm with the host details of any visitors with special needs (e.g dietary requirements), allergies and physical and/or mental conditions, if not already advised.
- Confirm with the host details of any visitors who are taking or will need to take medication during their visit.

Camper's Checklist (general)

What to Bring:

- Pillow & pillowcase
- Sleeping bag or sheets and blankets
- Please bring clothes to suit the anticipated seasonal weather (i.e. sunscreen, long sleeved shirt, trousers, hat, warm coat/jacket, etc)
- Swimwear & towel
- Torch
- Solid shoes/boots
- Toiletries
- Waterproof coat
- Medication(s) & instructions – to be kept by your Group Leader
- Personal insect repellent
- Drink bottle
- Camera



Annexure A – Onsite activity descriptions

Premium activities have a higher Instructor to Participant ratio, requiring additional Adventure staff. Choice of Standard or Premium activities is made in consultation with the Adventure Program Coordinator and is subject to availability, environmental factors and age/height restrictions.

<u>Activity</u>	<u>Description</u>	<u>Ideal Age Range</u>
Premium Activities (require a higher staff to participant ratio)		
Canoeing	Participants are fitted with a PFD before learning basic canoe techniques and going for a paddle along the river	10yo+
Crate Stacking	Participants work together in teams to build a tower of milk crates while one participant at a time challenges their fears and stands on top of the tower	8yo+
Flying Fox	Participants are harnessed in before zooming 200 metres down the Flying Fox	8yo+ (weight/height restrictions)
Mountain Biking	Basic skills mountain biking within the Mylor property progressing from flat surface skills to introductory single track downhill	11yo+
Giant Swing	Participants are harnessed in and hauled up 8m in the air where they pull the release cord and swing back through the air	8yo+ (weight/height restrictions)
Standard Activities		
Archery	Participants are taught basic archery technique before trying their hand at target archery	10yo+
Bouldering Wall	Participants learn basic bouldering and spotting technique before attempting to make their way around sections of the indoor bouldering wall	8yo+
Bridge Building	Participants work together in a team to problem solve and build a bridge out across the river to a platform (without falling in!)	8yo+
Challenge Course	Participants work together in a team to negotiate a multi-stage muddy obstacle course	9yo+
Frisbee Golf	Participants learn correct Frisbee throwing technique before completing the 8 frisbee golf course around the campsite	8yo+
Initiative Pursuits	Participants work together in a team to complete a range of team building based problem solving and communication challenges	7yo+
Low Ropes	Participants wear a helmet and have a spotting team to help them climb over, across and through a range of elements between the trees	8yo+
Nature Treasure Hunt	Participants are guided through a range of nature based activities that explore the campsite and their surrounds	5-7yo+



Nature Village	Participants learn about traditional Indigenous shelters and build their own “cubbies” using natural materials from the scrub	6yo+
Parachute Games	Participants have fun playing a wide range of games structured around a parachute	8yo or below
Raft Making	Participants (in 2 groups) use a range of equipment to design, build, test and race a raft across the indoor heated swimming pool	8yo+
Scavenger Hunt	Participants navigate around the campsite to find a range of clues, riddles and problem solving puzzles	8-9yo+
Swimming Pool games	Participants have supervised free time in the swimming pool with access to a volleyball net and a range of pool toys and equipment	Any age
Fresh Water Life	Participants use aquatic nets to collect macroinvertebrates from the river then observe and identify them	7yo+
Arts & Crafts	Passive art/craft activities, including nature-based and traditional mediums	6yo+
On the ropes	Participants work through a series of group challenges indoors (wet/hot weather alternative only)	Any age
Ball games	Individual or group games involving passive to medium level activity. Can be modified to suit special needs	Any age
Orienteering	Navigating around the campsite using a map and compass	9yo+
Fishing / Yabbying	Participants use hand reels and/or nets and see what they can catch in the Onkaparinga River	8yo+
High Ropes (additional cost)		
High Ropes	Participants learn basic belay techniques to keep each safe while challenging each other to traverse across elements 8-10m off the ground	11yo+ (instructor ratios increased for 11yo+)
Other Activities (customised program – additional costs)		
Damper making		7yo+
Trangia Cooking		11yo+
River Race	Participants complete a half day challenge incorporating crate stacking, raft building and team-based challenges across the whole campsite and down the river to the weir	11yo+
Night Activities		7yo+
Night Walk		7yo+
Hand Drumming		8yo+
Mylor Adventure Challenge	Geocash, using technology	9yo+
Enviro Education Session	Hands on interactive session with reptiles, native animals etc	7yo+
Day Walk to Jupiter Creek		8yo+

