

Victor Harbor Schoolies Booking Conditions

- If you have purchased a ticket from Encounter Youth for the Schoolies Festival and your ticket includes accommodation at NRMA Victor Harbour Beachfront Holiday Park, in order for you to access the Park and use the accommodation, you will need comply with these Booking Conditions.

Application Process

- Encounter Youth will manage the application process and we understand that:
 - As soon as Encounter Youth makes a decision on an application, they will advise you via email.
 - On acceptance of the booking by Encounter Youth, you will receive an email confirmation from them including a link to make the holding deposit payment via credit card online.
 - A 'Team Leader' will be appointed who will be the primary point of contact for all bookings.
- As such, please **do not contact the Park** to check on the status of an application.

Refund Policy

- You should direct all queries in relation to cancellations, refunds and ticket transfers to Encounter Youth at schooliesfestival@encounteryouth.com.au. The Park will be unable to process these requests.
- Bookings are accepted based on a specific number of guests per site/cabin. The number of guests per booking is not able to be altered.
- **We understand that if Encounter Youth have not received your final payment before 23 October 2024, you will forfeit your Schoolies Festival™ Accommodation and with no refund of any monies paid including the Deposit.**
- **Should you cancel your Schoolies Festival™ Accommodation with Encounter Youth after 23 October 2024, you will forfeit your Schoolies Festival™ Accommodation and all monies paid including Deposit and Full Payment or Full Balance and with no refund.**

Bond payment

- In addition to the cost of the Schoolies Festival™ 2024 Accommodation & Ticket Package which is to be paid to Encounter Youth, we require the following bonds:
 - Seaview Villa, Parkview Cabin, and Ocean Breeze Cabins - \$1500
 - Studio Cabins - \$1000
 - Ensuite Sites - \$600
 - Sites - \$400
- ~~One month~~ Six weeks prior to the Festival, we will send an email to the Team Leader advising of the bond that is required to be paid and how to make payment of that bond. It will be the responsibility of the Team Leader to ensure that the bond has been paid 4 weeks prior to the Festival. Any bonds not paid risk forfeiting their booking with no refund.

Check in

- Reception will be open for arrivals between 8am and 6pm on **22 November 2024**.
- All guests must check in with Encounter Youth as an entire group.
- Any guests wishing to check in individually without their group or wishing to check in outside of the Reception hours on Friday will only be accepted with prior approval, so Reception is staffed by Encounter Youth accordingly. The Team Leader can organise these alternate arrangements by emailing schoolies@victorbhp.com.au prior to **18 November 2024**.
- All guests will be required to produce current student ID to Encounter Youth on arrival. If a guest is unable to provide a current student ID, photo identification in the form of a drivers' licence, 18+ Card or passport will be required along with a letter on School letterhead confirming the student's

ID number. For the security of all our Schoolies guests, access Park will not be allowed to anyone without the required ID.

- Wrist bands will be applied by Encounter Youth staff and must be worn to remain within the Park.
- Sites and cabins will be allocated by the Park and are unable to be confirmed prior.

Check Out

- All Schoolies must be ready for check out from 9am on **24 November 2024**.
- Site inspections will be held between 9am and 10am on Monday morning. Where the site or accommodation fails to meet the required standard, a reasonable proportion of the bond will be withheld to cover our reasonable and necessary costs to return the accommodation to the required standard.
- In the event that damage to a site or accommodation is over and above the value of the bond payment, we will invoice the Team Leader for additional reimbursement to the value of the costs of repairs.
- Once a park team member has completed the inspection, guests can then check out.
- All guests will need to depart the Park by 11am.
- Daily random inspections will also be completed, and park staff will highlight to Schoolies guests at the time any issues that may have an impact on their bonds.
- Where full or partial bond amounts are to be returned to you, we will email you a bond refund form to be completed with your bank account details and the bond will be deposited into that bank account within 30 days.

General

- By accepting these Booking Conditions, you consent to the use of surveillance cameras which may record your activities in the public areas of the Park;
- Security will be patrolling the Park around the clock for the duration of the weekend.
- The Park will be fully fenced, with access only available from the front of the Park near the Security station. Only Schoolies guests registered with the Park with relevant wristbands and ID will be able to access the Park.
- Parents are more than welcome to accompany Schoolies guests to their sites to set up on Friday and for pick up on Monday morning.
- The Park will be closed to regular holiday guests.
- The Green Team will be set up on site who will be a great source of information and support.
- For Schoolies' safety, the Waterpark, Pump track, Swimming Pool, Jumping Pillow and Camp Kitchens will be off limits and not accessible to guests.
- Guests will have access to a limited number of free electric BBQs and two large amenities blocks.
- Please note that any furniture (ie. couches) must be removed on departure. Furniture cannot be disposed of within the on-site bins. The cost for removal of any furniture left on site or within bins will be deducted from your bond.
- Only guests registered to stay in cabin accommodation will be allowed in their allocated cabin. Security will monitor this in their regular patrols.
- Guests exhibiting behaviour that is inconsistent with ensuring a safe and comfortable weekend for all guests will be asked to leave the Park.
- Please note the following items are prohibited from the Park. Bags and cars will be checked by Security for these items:
 - No glass is allowed within the Park over the weekend (any glass, including sealed glass bottles, will be confiscated by Security).
 - Illegal drugs are strictly banned from the Park. SAPOL will have regular inspections during the weekend and anyone found with drugs will be asked to leave.
 - Gas bottles, heat beads and any open fires/flames.
- Nitrous oxide is strictly banned from the Park
- No beer bonging is permitted within the Park.
- No caravans will be allowed access to the Park.
- Any guest in breach of the above terms of stay will be asked to leave.

- St Johns will be First Aid Provider

Our liability to you

- To the extent permitted by law, we will not be responsible or liable for any loss, damage or injury however caused nor any consequential loss or damage, arising from your visit to the Park, and you assume all risk associated with your visit to the Park unless that loss, damage or injury is caused by our negligence or misconduct.

Your privacy

- You acknowledge that we may collect your personal information to provide services to you either directly from you, Encounter Youth or from third party service providers that we engage to provide services (such as security and first aid) at the Park. We may not be able to provide service to you if we do not collect this information.
- In addition, we may disclose that personal information to:
 - Encounter Youth;
 - law enforcement agencies; and
 - our insurers and external legal advisors.
- You can read further information about how:
 - we collect, use, disclose and store information personal information;
 - you may access and correct personal information that we may hold about you;
 - you may raise any concerns about our privacy practices and how we will respond to those concerns; and
 - we may disclose personal information overseas, in our Privacy Policy here.

Definitions

- In these Booking Conditions:
 - “this agreement” means our agreement with you comprising these Booking Conditions and the Privacy Policy;
 - “Booking Conditions” means these booking conditions for accommodation at NRMA Victor Harbour Beachfront Holiday Park provided to you in connection with your attendance at the Festival;
 - “Encounter Youth” means Encounter Youth Incorporated;
 - “the Festival” means to the Schoolies Festival event to be hosted by Encounter Youth Incorporated located at Victor Harbor, South Australia, between 22 November - 24 November 2024;
 - “our Services” means the provision of accommodation and related services that we provide to you under this agreement;
 - “Park” means NRMA Victor Harbour Beachfront Holiday Park;
 - “Privacy Policy” means the privacy policy for NRMA Parks and Resorts;
 - “we”, “our” or “us” means Australian Tourist Park Management Pty Limited ACN 061 270 513 trading as Victor Harbour Beachfront Holiday Park; and
 - “You” and “your” means a person who has purchased a ticket for the Festival from Encounter Youth which includes accommodation at Victor Harbour Beachfront Holiday Park, a person who permits another person to purchase a ticket on their behalf and in the case of persons under the age of 18, that person’s legal guardian.