



TERMS OF AGREEMENT

Any group using El Rancho agrees to abide by the following conditions:

Agreement: The payment of a deposit by the hirer constitutes an agreement to hire the use of the facilities from the campsite.

Liability: Our agents and employees do not accept liability for loss of property or damage or personal injury as per industry and accreditation requirements. Camp Hirers should seek appropriate advice on their own public liability.

Responsibility: Group leaders are responsible at all times for the health, welfare and behaviour of their campers, even when our staff is running a program. Group leaders are responsible for the first aid of your campers at all times and must supply own first aid equipment, even when camp staff run an activity.

Cancellation: If a booking is cancelled the cancellation policy as per the below description will apply.

Risk Disclosure: I acknowledge that risks and hazards are inherent in El Rancho camp activities and even with appropriate safety measures accidents may occur while individuals participate in these activities. These accidents can result from the nature of the activity and can occur without any fault on either the part of the participant or the camp or its employees. By choosing to participate in the activities I acknowledge that there is a risk of an accident occurring.

CANCELLATION POLICY

Deposits

- × Deposits are required to confirm a booking and are **non-refundable**.
- × Should you wish to request a date change for your event, we are not obliged to transfer your deposit to a new date. However, depending on the circumstances around the change we may consider transferring your deposit (less an admin fee). This must be applied for in writing and will be at the discretion of El Rancho Management.
- × For Family Reunions and first-time customers, 50% of the final bill may be required as a deposit to secure your booking. We will also require a copy of the Group organiser's Photo ID at the time of booking. The final amount owing will then be due within a month before arrival. Any additional costs incurred throughout your stay will be charged on a supplementary invoice.

Cancelled Bookings:

- × We appreciate that unexpected events occur, however late cancellations limit our ability to obtain an alternative booking.
- × Notice of cancellation within 60 days of arrival will incur a 50% fee on accommodation and catering booked.
- × Notice of cancellation within 7 days of arrival will incur a 75% fee on accommodation and catering.
- × Naturally we will try and resell your accommodation and if successful we will waive the fee (not the deposit) to the value of the replacement booking.

MAKING AND CONFIRMING A GROUP BOOKING

Tentative Bookings must be confirmed within the timeframe given, which is generally one month. If the booking is not required, please advise us in writing as soon as possible. Unconfirmed Bookings may be automatically cancelled after one month unless prior arrangement is made. Confirmed Bookings are recognised only when the Booking Contract is signed and returned together with the appropriate deposit.

A confirmation e-mail will be sent when the booking is confirmed. No other form of communication is recognised as confirmation of a booking. If another booking enquiry comes in for the same dates as an unconfirmed booking we will make contact and request confirmation. If no confirmation is subsequently made we may cancel the tentative booking.



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MINIMUM HIRE

When you are sent a booking offer, it is essential that you carefully consider these Ts & Cs, review the pricelist, and are aware that you are signing a legal contract. The minimum hire for the facilities/catering booked will be specified on your booking contract. You are committing to covering the cost of the minimum hire, even if your actual numbers are smaller. Guests aged 3 and under (no charge with paying adult) do not count towards minimum hire numbers. If your numbers exceed the minimum hire, you will be charged for the actual number of attendees. In the event that your numbers are below the minimum hire number for catering & accommodation, any shortfall will be charged at the Adult rate if your group is primarily adults, and the Child rate if your group is primarily children.

All costs quoted are inclusive of GST. Rates are subject to review.

FACILITY USE & CLEANING EXPECTATIONS

In order to keep venue hire costs as low as possible and to reduce the turnover time needed between groups, we require all groups to maintain cleanliness within the facilities throughout the stay and prior to departure, ensure all areas are clean, tidy and ready for the next group to come in. A pre-departure checklist will be supplied in advance, and cleaning supplies will be made available. All facilities must be cleaned no later than 10am on the day of departure, and a space for gear storage will be allocated should you be staying later. Please allow time for the group organiser (or delegated person) to walk through the facilities with an El Rancho Staff member prior to 10am, to check that the cleaning is up to standard. (Groups departing on a Sunday may be given a late checkout by prior arrangement).

Failure to clean to our standard will incur a fee of \$10 per person in the group. Should you wish to pay a cleaning fee instead of doing it yourselves, please advise us at the time of booking, so we can roster a cleaning team on for the day of your departure, and add this to your quote.

Any damage (including graffiti) caused to El Rancho property, facilities, equipment or infrastructure will be a cost to the group if not used appropriately.

Groups using a facility have the right to privacy in their allocated areas. Group organisers must ensure the full group is aware of the facilities they have access to. Groups sharing the site must be respectful of others and should never enter an accommodation or bathroom facility that is not part of their allocation.

ARRIVAL AND DEPARTURE

The time you are able to check in to your venue will depend on the scheduled turn over based on other bookings arriving and departing the camp site. For this reason, any variation to the standard arrival and departure times stated on your booking form must be discussed with and approved by your group coordinator. We host multiple groups at once and can only do this successfully when all groups adhere to their allocated times. An early arrival or late departure may incur an additional fee or day visitor charge.

Upon arrival, the group organiser (or delegated person) must check in at the office to sign out keys and any borrowed gear. Prior to departure, this person will also need to return the keys and borrowed gear. Charges will apply for lost/damaged gear.

NOTIFICATION OF NUMBERS

We require that you contact El Rancho 10 days before your camp is due to commence, to advise of the final number of people attending for accommodation, catering, and day visitors. These numbers will be used for catering purposes and will be used to make up your account. You will be billed for your final numbers (notified up to 10 days prior to arrival) or actual numbers,



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whichever is higher. The final invoice for your stay will be sent to you via e-mail within fourteen days after your visit, unless you are a new customer/Family Reunion, in which case you may be invoiced in advance. Any deposit will be deducted from the final account. Total amount owing will be due within fourteen days of the invoice date of issue.

CATERING

The meals we can offer you will be specified on your booking contract. Please note that in general we do not cater Friday night dinner unless special approval is given. Any variation to our standard meal times must be approved no later than 10 days in advance of your booking and is at the discretion of our Catering Manager.

Please prepare your group to assist with duties around meal times. We recommend small duty groups should each be responsible for the serving and clean up of each meal.

Our kitchen can cater to any of the following special diets: Vegan, Vegetarian, Gluten Free, or Dairy free. All other requests must be self managed or self catered. Special dietary requirements must be sent through to us at least 10 days prior to arrival. If notified after this time we cannot guarantee that we can cater to the required diet. An additional fee applies per person per day for special diets and will be shown on your quote. Any person with anaphylactic or other potentially life-threatening allergies must apply to be catered for by filling out a Severe Allergy Form. The catering manager reserves the right to decline to cater for any severe allergies if deemed too high a risk.

ACTIVITIES

Our camp activities are all Outdoors Mark Certified which means they have been audited and meet the highest safety standards set by Work Safe NZ. You can view our Outdoors Mark certification at this link –

<http://elrancho.co.nz/Activities/Outdoors+Mark+Certified.html>

Risk analysis procedures have been carried out for all our activities and regular checks are performed to ensure safety standards are reached. RAMS forms are available for all our activities and will be sent to you when activities are booked with us.

Activity programmes are run as a partnership between the El Rancho team and the group organisers. We will provide a programme tailor made for your group, which will include a combination of Instructed and Self-led activities. It is important to be aware that the group organiser (and delegated adult supervisors) is responsible for the full time supervision of campers, regardless of whether or not an El Rancho Instructor is present. You must ensure you have a good adult to young person ratio for each activity. Group organisers must communicate all relevant Activity information to their adult supervisors prior to the camp.

Self-led Activity Supervisors:

- × Should be 18 years or older (20yrs + for Archery).
- × Must display maturity and an ability to control a group of young people.
- × Must read the Self-led guide/view the training video and RAMs form for each activity they are involved in.
- × Accept responsibility of managing the risk of the activity.

Please note that any damaged or lost activity equipment will be charged to the group.

GENERAL RULES

- × Alcohol, drugs, firearms and weapons are not to be brought onto the property. Please note our full site is smoke and vape free. We reserve the right to notify outside authorities if guests do not abide by these rules.
- × Pets (with the exception of medically certified guide dogs) are not permitted on the property.
- × Visitors coming onsite to join a group can arrange this directly with the group and do not need to sign in at the office, however it is the responsibility of the group organiser to convey all relevant health and safety information to visitors, and to record the number of visitors so that the day visitor fee can be settled in the final invoice.



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- × Vehicles coming onsite must abide by the speed limit (15km per hour, walking pace when driving in the main part of camp). Vehicles must park only in designated carparking spaces and must not obstruct the driveways, campsites or other grass areas.
 - × In the event of an emergency, groups must follow the direction of El Rancho Staff. Groups are responsible to ensure all their participants are accounted for in an emergency and that they promptly get to their evacuation point. El Rancho Staff will direct the next steps and communicate with the group organiser.
 - × It is the responsibility of the group organiser to ensure the venues are secured at night and at other times when nobody is using the venue. The group shall be held liable for any theft of equipment if the venue has not been secured.
 - × Noise is to be kept to a minimum at night. Between the hours of 10.00pm and 7.00am groups may continue to socialise, but noise must be kept at a level not to inconvenience other guests, including no use of amplified music.
 - × Do not tamper or play with fire-fighting equipment. False alarms may incur a Fire Service or security system call-out. El Rancho's policy is to recover the call-out charge and any damages from any group involved in causing a false alarm.
 - × It is your responsibility to use the equipment we supply, plus any more that you bring with you with the safety of your group in mind. This is achieved by following safe practice when operating these activities.
 - × Please bring your own first aid supplies and organise someone from your group to be responsible for administering first aid and recording of any accidents. All accidents must be reported to the camp staff. El Rancho has limited first aid supplies on site if required but these will be charged to your account.
 - × Groups are to gather and take any lost property home with them. When personal property is found onsite, it will be held for no longer than one month. We take no responsibility for the loss of items left onsite by guests.

Groups and individuals who are proposing to book any part of the El Rancho Complex should note that the complex is owned by Waikanae Christian Holiday Park Incorporated, a registered Charitable Society. The main objective of the Trust is spreading of the gospel of Jesus Christ through the use of its complex for camps, conventions and conferences. The Trustees may refuse to accept any booking from a group or individual whose objectives or aims they believe to be contrary to the objectives of the Society.

