



Kryal Castle Campers' Guidelines

The following guidelines are provided to help ensure that the Kryal Castle Home-Ed Camp is a success and all attending have a safe and enjoyable time.

In participating in this camp, you acknowledge that you have read, understood and agree to abide by these guidelines.

Responsibility:

Kryal Castle will provide engaging and entertaining activities for home-ed students and their parents over the course of the camp. Kryal Castle staff, however, do not take direct responsibility for the students' supervision. Children will remain the responsibility of their parents/guardians at all times. If it is necessary for you to leave the camp please arrange another parent to take responsibility in your absence.

Respect for the environment: Please keep your camp site/room tidy and make use of rubbish bins. Please assist in cleaning up in eating areas and avoid causing damage of any kind.

Respect for Others: Please be respectful of other campers – both with and apart from your group. In groups of people, it is inevitable that conflict will occasionally arise as different people have different needs and expectations. Learning to resolve conflict in larger groups is a valuable experience of camp. Please help children to learn positive conflict resolution skills.

Noise: Please be considerate of other campers by keeping late night and early morning noise to a minimum.

Smokers: We respect your right to smoke but please respect the rights of other campers by ensuring your smoke does not waft over them. Under no circumstances should children be exposed to passive smoke. While in the Castle walls please use the designated smoking areas.

Alcohol: Alcohol consumption is to be kept to a minimum and No Underage Drinking (18 and under) The Camp area at the front of the castle is a designated dry area. Kryal Castle does not permit BYO except in Booked King or Queen Suites. Alcohol can be purchased from the Ale House or the Abbey Tavern during Meal times.

Drugs: No illicit drugs are allowed

Damage: Any damage that occurs is to be reported as soon as practicable to Kryal Castle staff located at reception. You may be charged for the costs of any repairs.

Accidents & Incidents: If an accident or incident should arise, as well as taking appropriate action to ensure the safety of all involved, please notify at Kryal Castle Staff member. If camping on site or in Kryal Castle Suites there is a 24hr emergency number to contact and this is issued to you when you check in.

DUTY OF CARE

Although all care is taken, Kryal Castle will not be held responsible for loss of, or damage to property left on the premises prior to, during, or after a function. The guests/visitor accepts responsibility for any damage to the premises, fittings, artworks or equipment

The steps for dealing with negative behaviour

Request the camper to stop the behaviour. If the behaviour is causing clear and present danger take immediate and respectful action to ensure the safety of all campers.

In the case of children, if the behaviour continues, the child/ren's parent/s should be sought to intervene and support the children to reach a resolution.

In the case of adults, Kryal Castle may be requested to assist with unresolved conflicts. However, be aware that they are another parent who would like to enjoy the camp, and avoid troubling them with vexatious complaints.

In the case of unresolved behaviour which affects the enjoyment of fellow campers, Kryal Castle management reserves the right to ask campers/visitors to leave with-out refund.

Refunds:

It is not possible to issue refunds for early departures.

CANCELLATION POLICY

- Notice of cancellation must be provided in writing.

Days prior to your event	Cancellation policy
Prior to 4 th of March 2019	Full refund given for purchased ticket
14 days	50% of the total ticket value is retained
7 days or less	100% of the total ticket value is retained