GOLD COAST PERFORMANCE CENTRE

GOLD COAST PERFORMANCE CENTRE USER MANUAL: ACCOMMODATION BOOKINGS

Venue: Gold Coast Performance Centre (GCPC) – Accommodation
Business: GCPC / Runaway Bay Sports and Leadership Excellence Centre (RBSLEC)
Street Address: 1 Sports Drive, Runaway Bay 4210
Phone: (07) 5500 9988
Facility Bookings Email: gcpc.bookings@sport.qld.gov.au
Security/Duty Manager Contact: 0416 009 985

A GCPC staff member (Duty Manager) will be on duty whenever the Accommodation is booked for overnight stays. Any problems should be reported to the staff member on duty. The GCPC staff member (Duty Manager) will touch base with the main contact prior to each booking and meet with the main contact on arrival. Please report any problems immediately to the GCPC staff member on duty by calling the Duty Manager Contact number listed above.

1. Users Group

This group is made up of GCPC representatives that meet regularly through the year with internal and external contractors who provide services at GCPC. The role of the group is to attend to routine management and maintenance issues of the facility. Please contact GCPC regarding any feedback about the GCPC Accommodation.

2. Care of Accommodation

*The following items are **prohibited** in Accommodation or at the GCPC:*

- No smoking cigarettes, cigars and pipes
- No alcohol
- No animals
- No food or drink in the bedrooms (water excepted)
- No chewing gum
- No spitting or littering
- No standing, swinging on or climbing gates and fences
- No Football Boots, Cleats or any other type of studded footwear to be worn within the accommodation
- No firearms, fireworks, prohibited substances, offensive items, illicit drugs, toxic substances, weapons, pets/animals and unauthorised visitors
- The following items are not allowed to be used within the GCPC: bicycles, mini-scooters, skateboards, blades and/or roller-skates

The following usage guidelines must be adhered to:

- There is a noise curfew between 10pm-6am. All guests must keep noise to a minimum during this time period
- All furniture is to remain inside the lodges in its designated location
- Access paths in front of the lodges must be kept clear at all times and group belongings should be kept inside the lodge
- Any damaged equipment, whether your own fault or not, must be reported to GCPC Accommodation Staff or the Duty Manager immediately
- Please ensure that air conditioners are turned off when rooms are unoccupied. Please keep air conditioners temperature to 24 degrees
- Please use the side gate and walkway between lodges 2 & 3 when entering and exiting the centre after hours. Boundary gates are locked at 10pm, please call security if you require access after this time
- Please ensure that you follow the maximum occupancy for all areas

Rules and Directions

a) All guests must comply with:
- The Terms and Conditions of Use as per Booking;

- Other rules of use displayed at the Centre (including the 'House Rules' document and evacuation procedures provided on arrival);
- Any facility terms and conditions and/or guidelines associated with booking; and
- Any reasonable directions of the Centre Manager and Centre Staff regarding the use of the Centre.

b) The Centre reserves the right to change the Terms and Conditions of Use that apply to the use of the Centre at any time. The Duty Manager may eject from the Centre any person who, in his or her opinion, is behaving in a disorderly, disruptive or dangerous manner for such period as will be determined by the Duty Manager.
c) At all times the Hirer and its Representatives are responsible for the behaviour and actions of themselves and their guests at the Centre

3. Accommodation

3.1 Allocation of Accommodation

a) Allocation of accommodation is at the discretion of the Centre Manager and is subject to the availability and suitability of accommodation for the booking group.
b) The number of guests staying in a room is limited to the amount specified in the booking confirmation. If accommodation for additional guests is required, please call 07 5500 9988 or Duty Manager immediately.
c) Additional rooms are subject to availability and will incur an additional cost.
d) An accommodation room allocation form must be submitted to the GCPC in writing four weeks prior to arrival to ensure the GCPC staff are aware who is staying in each room for safety and security reasons.
e) Accommodation is quad-share and twin-share therefore, males/females, coaches/athletes and teachers/students (minors) need to be in such a ratio as to avoid the sharing of bedrooms where required (8 bedrooms per lodge plus 2 supervisor rooms). The Hirer/Group Leader is responsible for all lodge/room allocations specified under booking and detailed in final quote or invoice.
f) Please be mindful when booking individual rooms as other groups may book other available rooms within the same lodge resulting in shared bathrooms and common areas. The GCPC staff will liaise with individual groups whom are sharing lodges to ascertain appropriate room allocations. Both groups will be notified regarding any lodges which have shared room bookings. Full lodge bookings will ensure exclusive access to entire lodge.
g) Lodge 1, 2, 3, 4, 5, 6 and 9 have a bunk style arrangement in the quad-share rooms and twin ensuite rooms have single beds (extended legs). Please note that only one of the twin rooms in lodge 9 has an ensuite.
h) Lodge 7 and 8 have a twin-share arrangement with rooms 1 to 8 (king size single beds) and rooms 9 and 10 (single extended leg beds).
i) Please click link for layout of lodges - Lodge Layouts

3.2 Check-In

a) Unless otherwise advised, check-in to the Centre by the Hirer and its Representatives is available after 2.00pm on the Arrival Date.
b) Upon arrival, the Group Leader or Manager will be required to read and sign the GCPC Terms and Conditions and present their confirmation of understanding and acceptance.
c) Please inform the GCPC if an early check-in is required. The GCPC will try to accommodate if possible. Additional charges may apply.

3.3 Check-Out

a) Unless otherwise advised, check-out of the Centre by the Hirer and its Representatives is required before 10.00am on the day of departure.
b) Please inform the GCPC if a late check-out is required. The GCPC will try to accommodate if possible. Additional charges may apply.
c) The following fees will be charged for check out later than this time:

- $20 per room surcharge per hour for each hour after check out until 2.00pm; and

- full daily rate for the following day, if check-out is later than 2.00pm.

d) Prior to departure, all facilities used by your group will be checked. Any damage will be charged to your group at this time.
e) Please return all room keys either to the accommodation department or reception before departure on final day of stay. Additional fees apply for lost keys

3.4 Accommodation Specific Information

a) Supervision for groups consisting of minors (under 18) are to be a minimum of 1 adult for every 20 members of a group. Notification and approval from the GCPC management is required for variation of this ratio.
b) Linen is provided in all rooms.
c) Towels will be supplied to twin rooms with ensuites only – coaching/teaching staff allocated into Rooms 9 + 10 (and any other rooms occupied by adults) will receive towels. It is the responsibility of the group to inform the GCPC of any adults occupying rooms 1 to 8.
d) International groups will receive towels as part of the booking.

4. Use of Facilities

4.1 Hire Area and Facility Usage/Facility Bookings (General)

a) The Hirer will only be permitted to use the part or parts of the Centre as specified in the booking and must vacate the hired area at the time agreed with the Centre.
b) The Hirer acknowledges that the GCPC may hire areas of the Centre to other users at the same time.
c) The facilities at the Centre may include the swimming pools (50M & 20M), volleyball courts, basketball courts, gymnasium, track and field, studio, activity areas, dining hall and meeting rooms. The use of all Facilities is subject to availability and must be booked in advance.
d) All guests under the age of 18 years must be accompanied and supervised by a responsible adult.
e) All guests must be over 13 years of age to use the gym.
f) Guest's use of the facilities is at their own risk.
g) Facility bookings can be requested through the Accommodation Department.
h) Facility bookings can be requested any time after the full payment of the deposit.
i) Priority usage for facility bookings will be given to the following user groups in order:

- High performance groups, major events and whole of site bookings;
- Seasonal community use;
- Sports Camp/School bookings; and
- All other confirmed bookings.

j) GCPC reserves the right to refuse facility bookings if they disadvantage other users of the Centre.
k) Exclusive use of the facilities is not guaranteed.
l) GCPC will provide confirmation of facilities booked four weeks prior to the Arrival Date.

4.2 Areas off Limits

Guests are strictly not to enter:

- Accommodation lodges not allocated to the group;
- Swimming pools, gym, hockey pitch, track and field unless for a booking
- Members bathroom areas;
- Equipment storage areas;
- Trackside Bistro kitchen; and
- Other restricted areas as signed for safety reasons.

5. Security

GCPC is staffed 24 hours 7 days a week. During the night the GCPC has a Security Guard monitoring the Centre. If you have any issues during the night please contact the Security Guard via the Duty Manager Contact (mobile: 0416 009 985).

6. WIFI

WIFI is available for guests to access. Please contact relevant GCPC booking staff member or Duty Manager to organise WIFI during your stay.

7. First Aid

GCPC have First Aid qualified staff on-site to attend any first aid issues or emergencies. In an emergency situation contact the GCPC Duty Manager.

Ice is available for emergency First Aid only. Please contact GCPC Duty Manager if required.

8. Change Rooms and Toilets

An accommodation group must use their own toilets and showers located in their lodges while staying onsite. Accommodation groups may use the trackside and pool side change rooms only while utilising each respective facility for a booking. Toilets are located near the Trackside Bistro Dining Hall for use during a group's meal time.

Please ensure change rooms are left clean and tidy after use. No property or items should be left in the change rooms or on-site unattended at GCPC. The Centre is not liable for any missing or damaged equipment, valuables or belongings stored on site at GCPC.

9. Entry and Parking Guidelines

Bus Drop Off and Parking

Accommodation groups travelling by bus must enter via the boom gate located near reception (please see map for bus route) and be dropped off in the designated bus zone. Once the group has gathered their belongings and been taken through to their accommodation, the bus driver must exit the bus zone via the same boom gate and park in the council carparks located out the front of the centre (or in a designated area that has been organised with a GCPC Accommodation Coordinator prior to arrival). The Duty Manager will advise prior to arrival if there are any changes in parking locations.

General Parking

a) Parking in the members car park is not permitted for accommodation guests unless prior approval has been arranged with the groups' GCPC contact.
b) In-house guests must park in the front council carparks or western carpark area as directed by GCPC staff.
c) Parking is subject to availability.
d) For guests with an accommodation booking a maximum of 2 cars per lodge is permitted. Car parks are not allocated.

10. Facility Hire

Timing of facility bookings are the responsibility of the hirer. The GCPC Duty Manager will be on-site to monitor scheduled timings are adhered to according to the groups booking schedule. Groups should ensure they reserve all appropriate facility hire, activities and meals well in advance. Special consideration should be taken when multiple groups are utilising the same facility to ensure that each group has their own space and safety is maintained for all.

Accommodation Group Free Time Area

The basketball court, lodge grassed area and the two beach volleyball courts located outside of the netted area are available for groups to use for free time during their stay (when not already reserved for another booking). Some balls and equipment can be signed out from the accommodation office and must be returned before departure on the group's final day. Additional fees for lost or damaged equipment apply.

11. Gates/Fences

Groups entering and exiting via the lodge area side access gate must ensure that the gate is properly closed behind them. This gate must not be propped or held open at any point for the safety of all guests onsite.

No standing, swinging on or climbing gates and fences. This includes all boundary and facility gates and fences. If you require access to a facility for a booking, please let the Duty Manager know. There is to be no admittance to the facilities or access to relevant gates until the booked hire period commences. The GCPC Duty Manager will open relevant gates once the booked hire period commences.

The trackside pool gate must not be propped or held open to ensure safety of all guests. If the 50m pool/track gate or event gate must be open during an event or training session, the Hirer must organise an adult to supervise, monitor and control access through either of these gates. This is to reduce the risk of anyone entering 50m pool area who are not permitted.

12. Cancellation

Cancellations must be in writing and forwarded to gcpc.bookings@sport.qld.gov.au.

13. Lighting

Lighting will be set if required for evening facility hire. Fees may apply if outside of normal hours or if competition lights are required. Lighting in the accommodation free time area will be turned on and off by the Duty Manager and security when necessary.

14. Lost Property

All lost property will be held at GCPC Front Reception area. Property left for more than 30 days will be either destroyed or forwarded to an appropriate charity.

15. PA System

A PA system is available if required by the hirer as an extra charge. Prior arrangements for the use of the PA system should be made at the time of booking with GCPC. Hirer to ensure sound systems are kept within Council approved decibel levels during events. The hirer must take responsibility for any damages to the PA system while in use for their booking.

16. Inclement Weather Procedures

The GCPC Duty Managers are responsible for cancelling games, training sessions or activities should the surface/s become unplayable or the weather become hazardous. The group coordinators are responsible for cancelling facility hire or activities if the facility remains usable, but the weather is not conducive to the continuation of that game/activity. Play is stopped by lightning (variously) where flashes are noted to be less than 30 seconds prior to thunder, local knowledge of weather is relied on. The GCPC Duty Managers will keep those organisations and groups up to date on any cancellations if required.

17. Smoking / Consumption of Alcohol

Smoking is not permitted within the Centre (including all buildings and grounds). Alcohol may not be brought into or consumed in any areas of the Centre, including all buildings and grounds. Should anyone breach these codes of conduct, GCPC Staff reserve the right to ask attendees to leave the premises.

18. Evacuation Procedures

During and After Office Hours
On discovery of a fire/emergency situation please advise the exact location to Gold Coast Performance Centre staff by calling **0416 009 985** or **dial 2** from a one of the phones located in the lodges and around the centre.

Evacuation Alarm
Once the Alarm has been raised the Centre's internal communications system will instruct all guests to move to their nearest evacuation point (please see map for evacuation points).

19. Payment

Final payment for all bookings is required two weeks prior to arrival. Accommodation bookings can only be secured after a deposit is paid.

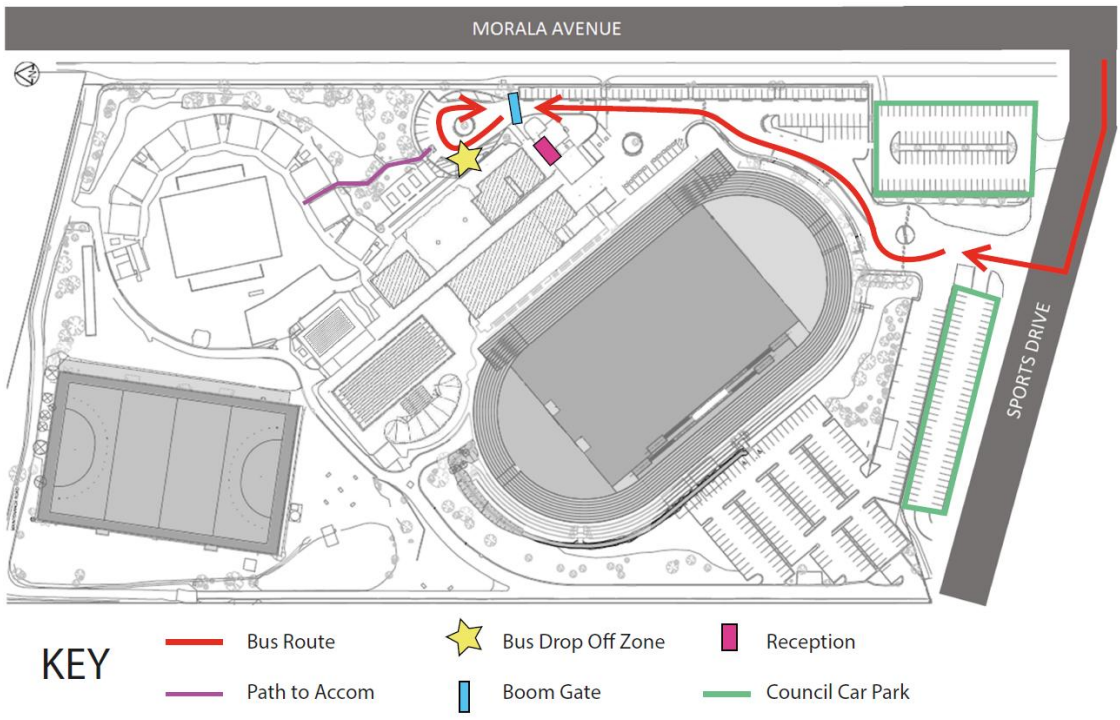
USEFUL CONTACT NUMBERS

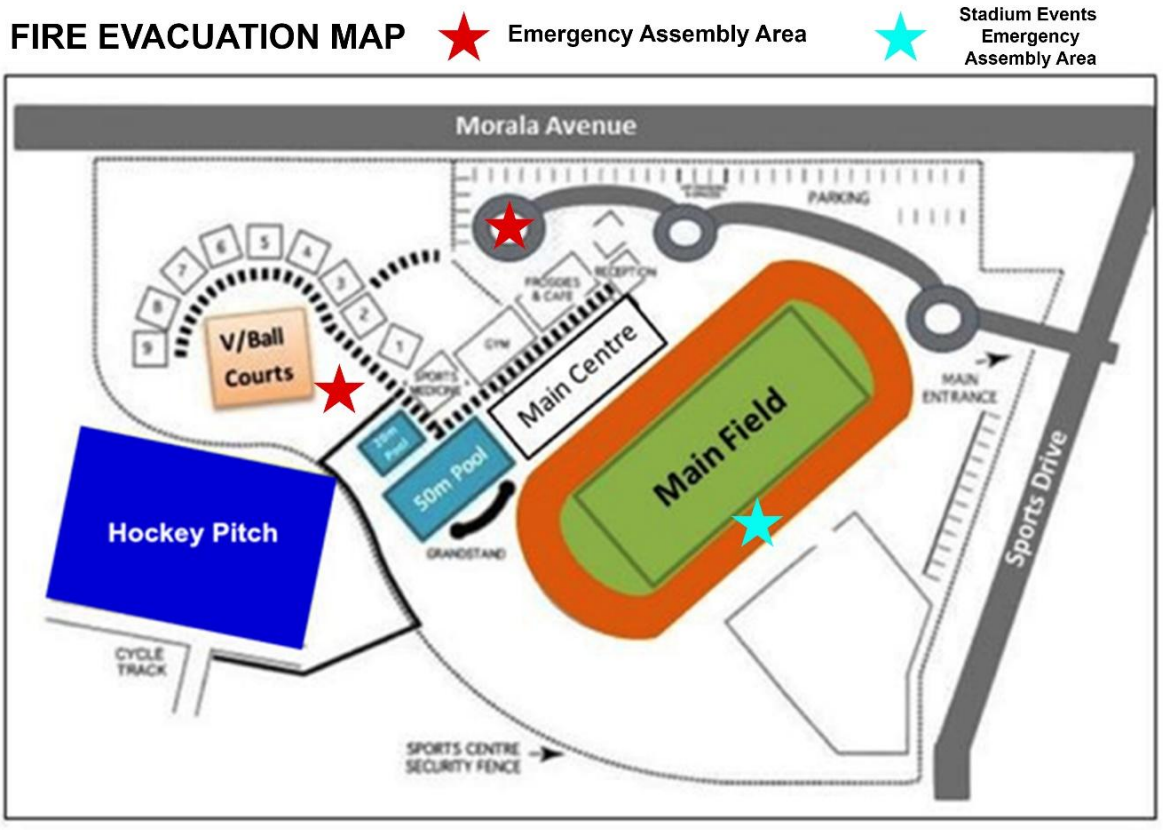
GCPC Duty Manager – 0416 009 985
Runaway Bay Ambulance – (07) 5547 3535
Runaway Bay Police – (07) 5557 6999
Emergency Services (24 hours) - 000
Gold Coast Hospital – 1300 744 284

"We look forward to hosting you and your team at the Gold Coast Performance Centre Accommodation"

- *Staff at the Gold Coast Performance Centre*

ACCOMMODATION BUS DROP OFF




FIRE EVACUATION MAP
Emergency Assembly Area
Stadium Events Emergency Assembly Area
Morala Avenue
PARKING
MAIN ENTRANCE
Sports Drive
V/Ball Courts
Main Centre
Main Field
50m Pool
Hockey Pitch
GRANDSTAND
CYCLE TRACK
SPORTS CENTRE SECURITY FENCE