

# GUEST INFORMATION

## Welcome to stay KCC,

We hope you have a relaxing stay with us.

### Overview for Quick Reference

#### *During Your Stay*

To contact staff during out of office hours or for an emergency please call: **0408 825 588** (DO NOT SEND TEXTS, they will not be received).

We want to preserve our friendly lyrebirds, wallabies, humans and other wildlife on our site, so please keep to our speed limit of 10kms/h.

We like to keep our neighbours happy, so please keep your noise to a minimum after 10pm, we have a complete noise curfew at 11pm.

Please park in the allocated parking areas connected with your accommodation and follow the rules around our site.

We do have a policy of no pets, alcohol, smoking or illicit drugs on our site. Prescription medications are fine.

Information for catered and self-catered groups are outlined on page 5.

Unfortunately we cannot be held responsible for any loss or damage of your personal items, and it is against the law to have installed security cameras in your rooms.

*In case of an emergency please follow the steps on page 7.*

The emergency evacuation point is on the oval, which is on the corner of Violet Street and Cliff Drive (see the map on page 8).

We ask that you please follow our policies and respect our site, its facilities and equipment.

#### *On your Departure*

The pack up procedures for bedrooms and the dining room are detailed on page 10.

Don't forget to return your keys to the office unless advised otherwise. If the office is closed, please put in the 'key returns' box by the office door.

Please provide feedback about your stay so we can continuously improve our service!

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## Arrival

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### *Guest Liaison*

Our Guest Liaison is available before and after office hours as well as on weekends. They can be reached on **0408 825 588** (phone calls only – texts will not be received). Please only contact this number when deemed necessary or for emergencies.

### *Office Hours*

A staff member will be available at the office Monday to Friday between 9am and 5pm for any queries or requests. KCC staff can be identified by their red staff lanyards. Please notify them of any strangers or suspicious persons on site. Outside these hours a night bell is located near the office door, and this can be used to contact an on-call staff member if required.

### *Final Numbers*

Please make sure your Final Numbers form has been completed and handed in at the office, or to our Guest Liaison upon your arrival if not already done in advance.

### *Driving, Parking, & Our Neighbours*

The speed limit on site is 10 km/h. Please park in the designated areas for your centre only, and obey all 'no parking' signs. You are welcome to make full use of the area allocated to your group, but please stay away from other buildings, garages and neighbouring properties.

Given our close proximity to residential neighbours, we ask that there is minimal noise after 10pm, with a complete curfew time being 11pm.

### *Final Payment*

An invoice will be generated after your stay and sent to the contact email address provided at the time of booking. If you would prefer other arrangements, please notify office staff *BEFORE* you arrive.

## During Your Stay

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### ***Internet Access***

Wireless internet access is available across our whole site (network name: KCC Wi-Fi). A login page will open once connected, just select the “free access” option. If the login page doesn't automatically open, please contact staff for a workaround for your device. The Wi-Fi will not work even if it says it's connected but you haven't gone through the login page.

### ***Bedding Provided***

Depending on the option selected for your group, this will determine what linen will be provided and what your group members will need to bring. If you selected Linen Hire as an option this will be displayed on your Booking Contract. If you do not have Linen Hire then the following applies:

<b><i>Accommodation Centre</i></b>	<b><i>Mountain Camp, Hartley, Kedumba, The Lodge or Clairvaux Quarters</i></b>	<b><i>Wollemi House</i></b>
<b>KCC Provides the following:</b>	<ul style="list-style-type: none"><li>▪ Pillow</li><li>▪ Doona</li></ul>	<ul style="list-style-type: none"><li>▪ Pillow</li><li>▪ Doona</li><li>▪ Bedsheets</li><li>▪ Towel</li></ul>
<b>Guests to Bring:</b>	<ul style="list-style-type: none"><li>▪ Pillow slip</li><li>▪ Sheet set or sleeping bag</li><li>▪ Towel</li></ul>	

### ***Equipment Hire***

Some sporting and recreational equipment is available on request. Please see our site staff for further details.

### ***Responsibilities***

Please make sure heaters and lights are switched off when they are not needed.

KCC will not take responsibility for the loss or damage of any items during your stay. We recommend that you take your valuables with you when you leave the site at any time.

No food or drink is to be taken into the bedrooms.

No pets are allowed on site at any time.

Alcohol, smoking and non-prescribed drugs are not permitted on the property.

### ***Care of Facilities***

It is the responsibility of group leaders to ensure our site is respected and cared for, and all procedures outlined in this booklet are followed.

1. The centre allocated to you is to be kept in a neat and clean condition at all times, with the provided clean-up procedures being followed as specified before your departure
2. Any damages incurred during your stay must be paid for
3. Items supplied by kcc (such as bedding and kitchen utensils) should not be removed from the rooms under any circumstances. A fee will be incurred if items are lost or damaged
4. In the interest of hygiene a sheet and pillowslip is required on every bed even if sleeping bags are used.

If any substance (i.e. shaving cream, flour, eggs or other food item) is used inappropriately in buildings or other areas, then the group will be required to clean up to the satisfaction of the management or an additional cleaning fee will be charged.

## ***Catered Groups***

### **Diets**

Dietary requirements for your group will have been requested approximately 2 weeks before your booking. If these have not been provided, we are unable to make any last minute changes to the menu. At meal times please see the chef to collect your specialised meals.

We request that your group assists with the clean-up of the dining room after each meal, this involves:-

1. After your meal all crockery, glasses, etc are to be placed in the trays provided in the kitchen.
2. Food scraps can be disposed of in the garbage bins provided.
3. Cutlery is to be placed in the specified containers.
4. Tables are to be wiped clean with the products supplied by our catering staff.

All meals are to be consumed in the dining room. No cutlery, crockery or meals are to leave the dining room.

### **Meal times (*unless otherwise organised*)**

Breakfast	8.00am
Morning tea	10.00am
Lunch	12.30pm
Afternoon tea	4.00pm
Dinner	6.00pm
Supper	8.30pm

Tea and coffee is available between meal times.

## ***Self-Catered Groups***

Self-catered groups are required to provide the following items for their stay:

- Food
- Tea, coffee, hot chocolate
- Tea towels
- Gloves
- Any specialised items not provided by kcc

All our kitchens are supplied with cutlery, crockery, glasses, saucepans, pots, cooking utensils, serving utensils, mixing bowls, chopping boards and baking trays. For a comprehensive list of all equipment available at each centre, please contact the office.

Breakages and loss of equipment will be charged to the group. If equipment should malfunction please report it to the office or an available staff member so that we can ensure a replacement or repair as soon as possible.

At the conclusion of your stay the kitchen must be thoroughly cleaned and returned to its original condition. All equipment must be returned to its original location. Please ensure all rubbish bins are emptied and lined for use.

## Safety

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Please be aware of your surroundings. There are spiders and snakes in the bush which surrounds the site, and weather conditions can change rapidly. Make sure your group leader knows where all group members are at all times. Flora and fauna must not be disturbed or damaged in any manner.

### *First Aid*

First aid boxes are located in or near the kitchen at each site. These should be pointed out to your group leader upon your arrival. Please report any usage to a staff member so the first aid kit can be re-stocked.

### *Accidents and Illness*

Please notify a staff member of any major accident or illness as soon as possible.

### *Evacuation Procedures*

Evacuation procedures and maps are located in the accommodation dining rooms as well as on the back of bedroom doors and in other locations which our Guest Liaison will show you. The evacuation point is on our Oval. Refer to our site map on page 8.

## Emergencies

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### Verify

Verify the report

Confirm with other group members the accuracy of the information about the emergency.

### Notify

Notify the appropriate Emergency Service(s) and the Property staff.

Immediately notify –

- *Emergency services: Dial 000*  
(dial 112 if using a mobile phone, or if using a property phone press ‘0’ then 000)
- *KCC site staff on 0408 825 588*

Arrange for a responsible person to meet Emergency Services at the main entrance to your site

***Mountain Camp, Wollemi House & The Lodge***

119 Cliff Dr, Katoomba NSW 2780 (corner of Cliff Drive and Violet Street)

***Kedumba***

113 Cliff Dr, Katoomba NSW 2780 (driveway opposite Scenic World car park)

***Hartley***

20 Ficus St, Katoomba NSW 2780

***Clairvaux Meeting Rooms & Quarters***

41 Violet St, Katoomba NSW 2780

### Assess

Assess the danger posed by the emergency

Use all your senses to build a picture of what is happening and use that information to help decide a course of action. Observe what is happening to decide –

- Has the danger passed?
- Is the danger increasing or decreasing?
- Is the danger coming closer or moving away?
- Is the weather or terrain affecting its progress?

Decide how much time exists to take alternative actions

### Act

Take action based on your assessment of the danger

- Ensure that injured group members are not exposed to further injury or danger
- Contain the emergency if it is safe to do so
- Move people away from the danger area by the safest means if necessary
- Refer to any specific procedures developed for the emergency

**Our main entrance is 119 Cliff Drive, which is 100 metres south of the Violet Street intersection. (For Google maps – type in “KCC Conference Centre” or use Google map coordinates: -33.729926°, 150.29936°)**

# Site Map



## KEY

<b>1</b> Auditorium	<b>5</b> Plaza Cottage	<b>9</b> Camping Amenities	<b>13</b> Convention Parking
<b>2</b> Toilets	<b>6</b> The Lodge	<b>10</b> Camping Grounds	<b>14</b> Kedumba
<b>3</b> Bookshop	<b>7</b> Jamison Block	<b>11</b> Megalong Block	<b>15</b> Clairvaux
<b>4</b> Information Tent	<b>8</b> Wollemi House	<b>12</b> Mt Camp Dining	<b>16</b> Hartley

Katoomba Christian Convention Ltd owns and operates the KCC centre. The centre is situated on land owned by Katoomba Christian Convention Ltd and therefore, all intending users of the centre should be aware that no part of the premises may be used for any purpose contrary to the principals and standards of Katoomba Christian Convention Ltd. KCC reserves the right to void any contract of hire should it become aware that a groups aims and objectives are not consistent with the memorandum, articles of association and statement of beliefs of KCC Ltd.



## Local Information

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Police/Fire/Ambulance.....	000
KCC Centre Office.....	02 4780 8222
KCC Centre Staff.....	0408 825 588 (emergencies only)
Rural Fire Service.....	02 4784 7444
State Emergency Services.....	4782 3200
Poisons Info.....	13 11 26
WIRES.....	02 4754 2946
National Parks & Wildlife.....	02 4787 8877
Family & Community Services Helpline NSW.....	132 111 (24/7)
(for child safety concerns)	

### **Hospital**

*Katoomba Hospital*..... 02 4784 6500  
24 hr emergency department, switchboard is open 7am – 10.30pm  
Cnr Great Western Hwy and Woodlands Rd, KATOOMBA NSW 2780  
(Approximately a 7 minute drive from our site)

### **Police**

*Katoomba Police*..... 02 4782 8199  
217 Katoomba St, KATOOMBA NSW 2780

### **Doctors and Medical Centres**

*Upper Mountains Medical Centre*..... 02 4782 2222  
Monday – Friday 7.30am – 6pm  
Saturday 8am – 1pm  
98 – 108 Bathurst Rd, KATOOMBA NSW 2780

*Katoomba Medical Practice*..... 02 4782 7280  
143 Katoomba St, KATOOMBA NSW 2780

### **Dentist**

*Katoomba Dental Care*..... 02 4782 1507  
47 Parke St, KATOOMBA NSW 2780

*D C Davidoff*..... 02 4782 3021  
143 Katoomba St, KATOOMBA NSW 2780

### **Chemists**

*Greenwell & Thomas*..... 02 4782 9453  
145 Katoomba St, KATOOMBA NSW 2780

*Blue Mountains Pharmacy*..... 02 4782 5450  
30/34 Parke St, KATOOMBA NSW 2780

### **Supermarkets**

*Coles*..... 02 4780 8500  
34 Parke St, KATOOMBA NSW 2780

*Aldi*..... 13 25 34  
Waratah St, KATOOMBA NSW 2780

*Woolworths*..... 02 4345 4503  
Parke & Waratah St, KATOOMBA NSW 2780

## Departure

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### *Dining Room Pack-Up Procedure*

Please ensure the following are completed before you leave:

- All window paint, posters, Blu Tack etc needs to be completely removed
- Dining room needs to be clear of all rubbish and ready for a light vacuum by our cleaning staff. If more than this is required, please see a staff member for the use of a vacuum
- All cooking utensils and other items need to be cleaned and returned to their correct location. If self-catered, all kitchen benches and the floor need to be cleaned. All dishes, cups, mugs and cutlery is to be washed and put away
- Tables, chairs and equipment should be stored as per the instructions provided, or as they were on arrival
- Make sure heaters and lights are switched off and all doors are locked

### *Bedroom Pack-Up Procedure*

Please ensure the following are completed before you leave:

- All rubbish (including from under the beds) has been placed in the room bin.
- Each bed should have one pillow and one doona. If any have been relocated during your stay, please return them to their original spot
- Anything that has been Blu Tacked to the wall needs to be removed, with no Blu Tack remaining on the walls
- All bags and personal belongings need to be out of the rooms by 9am on the day you are leaving (you will be notified if this applies to your group)

*Please note: Excess cleaning fees will apply if the above standards are not met as per the discretion of the Facilities Manager.*

### *Keys*

Please return any issued keys to the office or our Guest Liaison (unless notified otherwise). A \$20 fee will be charged for each key that is not returned. Keys can be posted back so as to not incur a fee.

### *Departure Times*

Unless otherwise organised, we require a departure time of 2pm or earlier. On a weekday, we require all bedrooms to be vacated by 9am. Our Guest Liaison will inform you if this is required of your group or not (this does not always apply on a Saturday or Sunday). If you significantly stay past your agreed departure time, a fee will be charged of \$1 per person, per hour.

### *Lost Property*

Lost property will be kept for a short amount of time after your stay. We will contact you if any valuable items are left, otherwise unclaimed items will be donated to charity after we have waited the appropriate amount of time.

We do not accept responsibility for the loss or damage to any equipment or merchandise left on the premises prior to, during or after your function.