

Site Terms and Conditions

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The terms and conditions relate to Brownsea, 89 Allpass Parade, as operated by The Scout Association of Australia, Queensland Branch Inc. ABN 67 019 153 391 (Scouts Queensland).

1. Core Terms

1.1. Access to site shall only be available, after payment of all required fees and charges, only for

- Official Scout camps and activities
- Current Scout Members, and their immediate family
- Approved 'like' community groups, sports clubs and schools
- Those holding a current "Supporters of Scouts" membership

1.2. Scout Queensland campsites are privately operated sites, and Scouts Queensland may at its sole discretion refuse entry or request visitors to leave.

1.3. Scouts Queensland has zero tolerance of abuse of our staff, volunteers and other visitors.

1.4. Visitors asked to leave the property as a result of a breach of these terms and conditions or a breach of the campsite rules, shall forfeit any fees paid

1.5 Caravans are not permitted on the Brownsea site

1.6 Access to the site is via the front chain only. Vehicles may not drive past the second chain, and only Brownsea staff may use the VMR gate to access Scout parking and the ramp at the back.

2. Fees and charges

2.1. All fees and charges are in Australian dollars and are subject to change without notice.

2.2. Bookings for campsites and accommodation shall only be made on-line

2.3. All online bookings for campsites and accommodation require fees to be paid in full at the time of booking, unless agreed otherwise and in writing by Scouts Queensland Management.

2.4. Credit card payments only are accepted for on-line bookings;

3. Change to your booking

3.1. You can alter your booking if the alteration is made more than fourteen (14) days before the arrival date and subject to availability of a vacant site within the campsite to occupy.

3.2. Once an alteration is made, if the reservation is then cancelled, Then this shall be treated in line with the Scouts Queensland cancellation policy from the date of the original booking

3.3. To make a change to a booking please make the alteration in the booking system directly or email the request to contact@brownsea.scoutsqld.com.au

4. Cancellations

4.1. Where at least fourteen (14) days notice of full cancellation has been given, a full refund will apply.

4.2. If the cancellation is made with less than fourteen (14) days notice of the reservation arrival date, no refund or credit will be given.

4.3. No refund will be given if you fail to arrive on the reservation date.

4.4. If you wish to cancel your booking please make the alteration in the booking system directly or email the request to contact@brownsea.scoutsqld.com.au

5. Extending your stay

5.1. If you wish to extend your stay, please discuss this with the campsite staff as soon as possible, and make the arrangements through the online booking platform.

5.2. Extension of your stay shall be subject to camp site availability and provided it doesn't exceed a maximum of 14 nights in any one period.

6. Early departure

6.1. Please note that once your booking is fully paid, there will be no refund given should you decide for an earlier than booked departure unless your departure is the result of the risk of or actual extreme weather event

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7. Extreme weather event

7.1. If the site is closed as a result of a weather event, such as Fire Danger or an extreme storm event, a refund is available for the booking period applicable or the period of booking not able to be used during the site closure.

7.2. This applies to visitors whose scheduled arrival date coincides with a declared site closure, or visitors who are already on-site and their stay is shortened as a result of the park closure.

7.3. Requests for refunds must be made within 60 days for all or part of the applicable camping or accommodation fees.

7.4. For visitors who had their stay shortened, we will refund your booking fee for any unused balance of your booking.

8. Privacy

8.1. All information about our guests eg; email address, phone number, etc remains confidential and will only be used to assist in verifying your identity and to contact you (if required). Refer to the Scouts Queensland Privacy Policy available at www.scoutsqld.com.au

9. Length of Stay

9.1. Our camping areas are available on a short-term basis only (maximum 5 nights)

9.2. The camping areas are not available for temporary housing purposes.

9.3. All campers, who are not attending the site in accordance with Queensland Branch Scout Instructions, must supply a valid government issued photo identification and must have a supervising adult over the age of 18 years present at all times.

9.4. Scouts Queensland reserves the right to prohibit entry to persons to our camp sites who do not meet these conditions.

10. Visitor policy

10.1. Day visitors must report to staff on site.

12. Evacuation Plan

12.1. Please ensure you familiarise yourself and any youth in your care with the evacuation plan in the event of an emergency.

12.2. A copy of the evacuation plan is located in the building. In case of an emergency, please remain calm and follow instruction from staff and emergency services.

12.3. The emergency phone number for Fire, Police and Ambulance is 000.

13. Breach of terms and conditions

13.1. By agreeing to our Terms & Conditions of stay, you acknowledge that you are responsible for any and all of your guests, and equipment that are bought into the site. If you or your visitors breach any of the above terms and conditions, you may be asked to leave the campsite and no refund will be given.

14. Activity Cancellation

A week out we often get calls from participants eager to find that what the weather will be like, most times are unable to rely on the weather forecast. We do know that we will work within the constraints on the day and Scouts of all ages will have fun.

Availability of activities depends on qualified staff group experience, weather and the final decision on the day rests with the appointed Leader in Charge (LIC)

If the event is cancelled the individual who made the booking will be sent an email to say the event is cancelled and a full refund will be credited to the individuals.