



The following information provides you with guidelines to ensure the safety of both staff and campers and to know what is expected whilst on site.

## Arrival Times

Arrival times are set so our cleaning and grounds staff can prepare the Campsite for your arrival. You may request an early arrival; however, it may not be possible due to cleaning in process, or the previous camp may not have exited the site.

Our arrival times are as follows:

- Saturday/Sunday/Monday **10:00 am**
- Tuesday – Thursday **12:30 pm**
- Friday **4:00 pm**

A Luther Heights staff member will meet you on arrival and conduct an induction. Access to accommodation will follow induction.

## Departure Times

Departure times are set so that our cleaning and grounds staff can prepare the campsite for the next group's arrival. All dorms must be vacated by 8.00 am on the last day of camp. Exceptions may apply to weekend bookings. Departing groups will not have access to the halls after their scheduled departure time.

Our Departure times:

- Saturday / Sunday **2:00 pm**
- Monday **9:30 am**
- Tuesday – Thursday **12:00 pm**
- Friday **1:00 pm**

## Fully Catered Camp Site

Our catering team is amazing!

- We cater to many different food allergies and dietary requirements.
- **We have a zero tolerance for any nuts or nut related products** (including items like almond milk). **We reserve the right to confiscate high risk items.**
- No food is allowed to be brought onsite unless explicitly agreed to by the Catering Manager.
- No food is to be consumed outside of the dining facilities, unless by prior arrangement.
- All that campers need to do is scrape their food scraps into the designated bins and stack the dishes ready for processing by our team.
- Meal times are scheduled for:
  - Breakfast **7:00 am**
  - Lunch **12:00 pm**
  - Dinner **6:00 pm**
- Your meal times may differ/change to those above depending on arrival and departure times of other groups. We will communicate this when creating your camp program.
- Shared Dining
  - It is possible that your group may be sharing a dining hall.
  - Where possible we schedule meals to ensure there is no crossover with another group.

- If it is not possible to avoid a crossover of groups during dining, we will schedule a staggered meal time.
- If it is not possible to schedule a staggered meal time, we will then schedule a shared meal time.
- Packed Lunch
  - Packed Lunch incurs a per person, per meal cost—please contact our booking office for current prices.
  - Packed lunches will not be ready for collection prior to 8am. If the packed lunches are to be collected any time after 8am, it will be ready for guests to take with them at the agreed time. Otherwise, Luther Heights staff can deliver to guests offsite if the location is on the Sunshine Coast. The delivery fee is \$150.00.

## Managing Special Diets

The Camp Leader is required to provide a list of special dietary requirements two weeks prior to camp. Our catering team will accommodate for special diets and will carefully account for each camper/student at meal times. A Camp Teacher/Leader will be required to sign off at each meal time that the catering team has provided the correct meals.

A parent/carer may opt to provide their own meals for their child—however, this must first be discussed with the Catering Manager. If a parent/carer or adult camper is providing their own meals, they must be individually packaged in sealed containers, portioned out meal by meal, and labelled with the camper's name. This will be stored in a separate fridge; there is also access to a separate microwave. *It is the responsibility of Camp Leaders/Teachers to ensure that the right meals are served to the right campers—this will not be the responsibility of the LHYC staff.*

## Supervision

The Camp Leaders/Teachers are responsible for the supervision of students or campers at all times. This includes during programmed activities, group/school led activities, free time, mealtime and at night. LHYC's programs and activities staff will instruct, facilitate, lead, demonstrate and assist in LHYC's programmed activities, but the Camp Leaders/Teachers are responsible for the overall group supervision and safety.

## Medication

Camp Leaders/Teachers must take responsibility for and supervise the medical needs of children on camp. Camp Leaders/Teachers must bring sharps containers for the disposal of any medical sharps used. This is crucial to maintain a safe place for our staff and guests. If guests have anaphylactic reactions, they must provide their own EpiPen if required.

## Healthy Camping

Students who are sick prior to camp should not attend in order to mitigate a virus spreading through your group. This will enable students to have a healthy and safe camping experience.

## Allergies

It is the responsibility of the Camp Leaders/Teachers to provide written notification of all allergies including food allergies and dietary requirements to the Luther Heights Booking Manager at least 2 weeks prior to arrival at camp to ensure a safe camping experience for guests.

## First Aid

First aid is the responsibility of Camp Leaders/Teachers. All groups are to have first aid trained leaders at Camp. School/organisation-based incident reports are to be utilised for any incident as per the school's/organisation's incident reporting policy.

- Camp Leaders/Teachers are to bring first aid kits that are adequately stocked, including **ice/heat packs** and **hydralite**.
- Camp Leaders/Teachers are to bring extra bedding in case of accidents (e.g. bed wetting or vomiting).
- An incident form supplied by LHYC must be completed for all minor incidents that occur on site.

## In Case of Emergency

- Call 000
- A list of contact phone numbers will be provided on arrival. Keep it with you at all times.

## Alcohol & Smoking/Vaping

- Alcohol must not be kept or consumed on the premises.
- Smoking/Vaping is not permitted in or near any buildings and is only permitted in designated areas, as per Queensland Education Guidelines.

## Parking on Site

- Vehicles must be parked in assigned areas only.
- Vehicles cannot be driven anywhere else on campgrounds.

## WIFI/Internet

- Internet access is only available in Ocean Outlook Lodge.
- There is NO internet access in Sunrise Lodge, Mountain View Lodge or Cross Ridge Lodge for leaders/teachers or campers/students.
- If you require internet access while at camp, please bring an internet dongle or use a phone 'Hot Spot'.
- We highly recommend that prior to camp all videos/clips/audio required for camp are downloaded, saved and tested on the device you will use during your stay.

## Dormitories

Generally dormitories are to be separated into male and female. Exceptions may apply depending on group needs. Our Fire Safety Management Plan requires **at least one leader** to sleep in the leader rooms of any used dormitory area. This leader is to act as evacuation manager for that accommodation area and is to maintain appropriate behaviour. Please do not move any of the beds or mattresses. We require walkways to be kept clear at all times as part of the Fire Safety Management Plan.

## Clean Up

- Cleaning up is part of the camping experience. Instructions regarding this will be issued on arrival.
- Any breakages or damages must be reported before leaving the camp grounds.
- No Blu Tack is allowed on any painted surface. It is only allowed on glass windows, glass doors or aluminium frames.

- We do the dishes! We ask campers to scrape food scraps into designated bins and stack dishes, ready for processing by our team.

## Bon Fires

Bon Fires are always conditional. Have a Plan B in case of inclement weather or fire ban restrictions that may be issued on the day. Bon Fires will be extinguished by a Luther Heights team member at 9.30pm.

## Noise Curfew & Fines

In order to maintain healthy relationships with our neighbours and respect to our community, we have implemented the following:

- a noise curfew at 10.00 pm;
- a limit on the noise level—it should not exceed 80 decibels;
- noise to be confined to indoor areas after 8:30pm and before 7:30am.
- a \$500 fine for each complaint if your group is too loud and it upsets our neighbours; and
- no amplified music/PA systems are permitted outside the buildings.

## Safe Place Strategy

As a part of our safe place strategy all our places, spaces and equipment are only used for the purpose of their original design and used where found.

- If you have a programmed activity that is not facilitated by the LHYC team, please advise our office early in your preparations as spaces may not be available and the appropriateness of your activity may not be in line with safe place practices.
- If you are considering an art-based activity, you will need to bring with you appropriate ground sheets and table covers to protect equipment and floors.
- Please consider how you will dispose of or store art pieces after your activity (especially large pieces or clay items).
- Please consider how brushes will be cleaned after painting activities. Our team will be able to provide direction.
- Music camps: please provide buckets or other containers to collect brass instrument spit.

## Environmental Protection

- **NO PETS are allowed on the camp site.**
- Harassment of fauna is strictly prohibited.
- Taking of flora or fauna from the camp site or adjacent areas is strictly prohibited.

## Public Liability

You are required to have appropriate Public Liability Insurance cover and provide us with a certificate of currency prior to arrival.

## Contact the Office

Any queries regarding these conditions should be directed to the Luther Heights office.

Telephone: 07 5446 1135  
 Email: [office@lutherheights.org.au](mailto:office@lutherheights.org.au)  
 Website: [www.lutherheights.org.au](http://www.lutherheights.org.au)