

We have developed this pre-arrival information pack to assist you in preparing your schedule. For further information please refer to the resources section of our website. [www.thetops.com.au](http://www.thetops.com.au)

### **On arrival**

- Please ensure that you contact Guest Relations staff.
- Please ensure that a Leader is available for site induction.

### **Dining**

- Please see the "important times to use in your programming" document attached, or checkout our website for our standard meal times\*.
- Packed meals can be arranged\*. These meals must be arranged with reception a minimum of 14 days prior to arrival. Please confirm with Guest Liaison staff on arrival.
- First and last meals must be confirmed with reception no later than 7 working days prior to arrival.
- Final group numbers and diets must be given to reception no later than 7 working days prior to arrival.
- Please arrange a clean-up team to assist in clean up of dining room.
- Please be advised that if special diets are not consumed a \$5 fee will apply.

### **Outdoor Education and Recreation**

- Have you considered activities to compliment your camp? We provide a wide variety of outdoor education activities. We can tailor a program of activities to compliment your own schedule or provide a full program for your stay. Please contact our Outdoor Education and Recreation Department for further information or see our web site and look for the Outdoor Education section.
- Activities must be booked and confirmed a minimum of 21 days prior to arrival.

### **Transport**

- Do you require transport? Buses can be arranged. Contact reception for more details.

### **Housekeeping**

- All beds have a doona and pillow.
- Linen (sheets or sleeping bag, pillowcase) towels and toiletries must be provided by guests.
- If you require linen this must be arranged a minimum 14 days prior to arrival. Contact reception for details. (A fee applies)
- All rooms must be vacated by 10am on the day of departure. A surcharge may apply if rooms are not vacated on time.
- Chairs and tables in meeting rooms must be returned to designated areas prior to departure.
- All areas must be left in a clean and tidy state, if not a fee will apply.

\*All changes must be applied for in writing, a minimum of 14 days prior to arrival and are subject to approval by The Tops. Changes may incur additional costs.