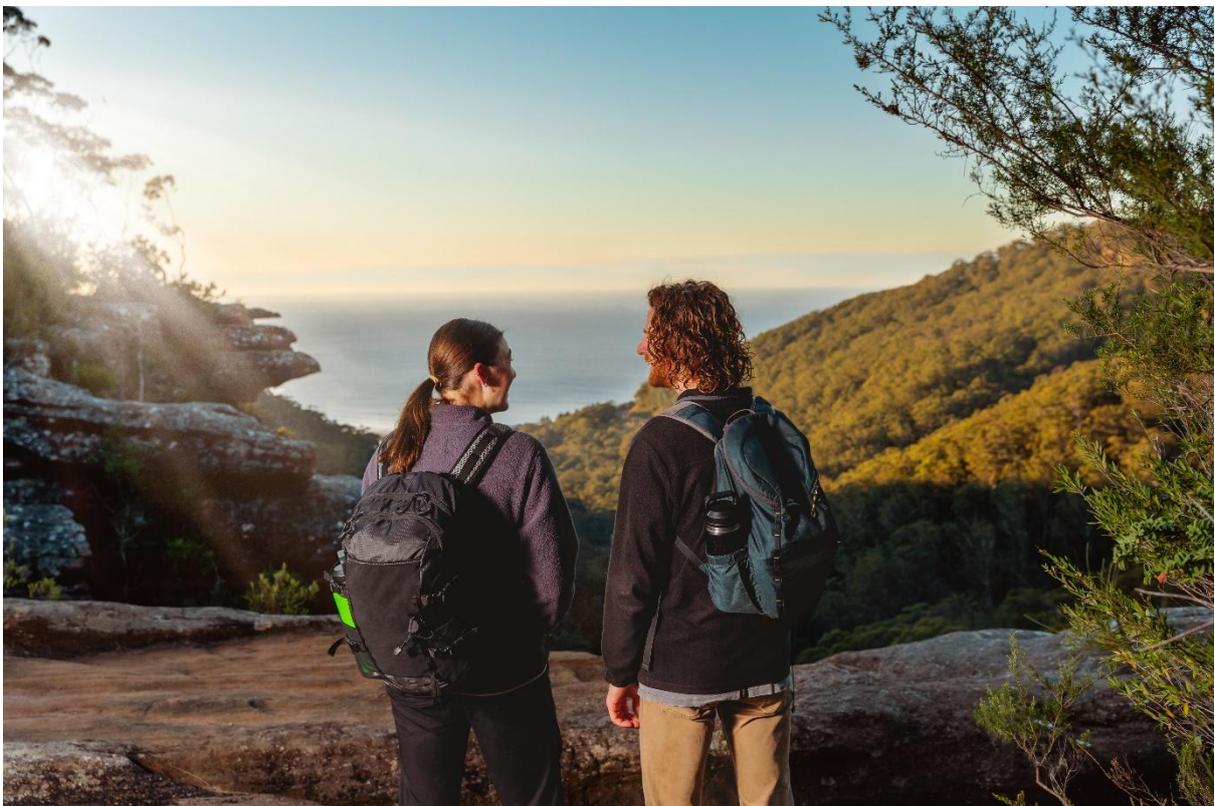


THE TOPS

LIFE TO THE FULL

Guest Information Pack



We look forward to welcoming you to The Tops Conference Centre and trust you will have a great experience with us.

For over 55 years, we've been privileged to host event, conferences, and retreats in our beautiful Stanwell Tops location.

This guide will provide you with information to assist you in planning your event, and provide support in the lead up to, and during your time with us.

WELCOME!

CONTENTS

<i>Booking</i>	1. ‘Getting Your Event Ready’ Checklist
	2. Confirming Your Booking
	3. Site Inspection
	4. Guest Portal
<i>General Information</i>	5. Site Map
	6. Site Facilities
	7. Meeting Room Facilities
	8. Housekeeping
<i>Catering</i>	9. Dining Room
	10. Menus
	11. Dietary Requirements
	12. Meals
	13. Self-Catered Bookings
<i>Program</i>	14. Programmed Activities
	15. Themes and Learning Outcomes
	16. Quotes
	17. Additional Needs
	18. Adverse Weather
<i>Before You Arrive</i>	19. Final Details
	20. Packing List
<i>During Your Event</i>	21. Arrival Process
	22. Group Leader Responsibilities
	23. Assistance During Your Stay
<i>Departure</i>	24. Departure Process
	25. Final Invoice

'Getting Your Event Ready' Checklist

THE BOOKING PROCESS

- Confirm your booking by signing the booking form and paying the deposit by the due date

PLANNING YOUR EVENT

- Read all documentation (incl. Guest Information Pack, Booking Offer, Pricelist etc)
- Setup the Events Portal & Online Registrations, the welcome email has login details
- Collect guest information, Name, Age, Dietary requirements, etc, Use the Portal

AT LEAST 8 WEEKS PRIOR TO EVENT __ __ / __ __ / __ __

- Book any programmed activities and collect guest Acknowledgement of Risk Forms
- Discuss any meal/menu changes or menu upgrades with our catering team
- Prepare schedule arrangements
- Make enquires regarding additional equipment or special requests
- Advise any estimate number changes, Include leaders, participants and day visitors
- Arrange transport. Transport can be booked through The Tops, contact for quote.

AT LEAST 7 DAYS PRIOR TO EVENT __ __ / __ __ / __ __

- Confirm final numbers
- Confirm mealtimes & schedule
- Allocate onsite group leader and advise contact details and arrival time
- Submit dietary requirements. Must be entered via your Events Portal
- Complete room & group allocations
- Order any required linen via your Events Portal
- Provide guest list if you have not used the Events Portal for all your registrations

ON ARRIVAL __ __ / __ __ / __ __

- Buses arrive to bus parking area and cars to main carpark
- Group leader present to reception for induction
- Confirm any changes to group numbers, dietary requirements &/or special requests
- Provide up to date guest list

DURING YOUR STAY

- Be aware of and complete group leader responsibilities. See group leader responsibilities section.

ON DEPARTURE __ __ / __ __ / __ __

- Complete room inspections, meeting room and surrounding area checks
- Vacate bedrooms prior to scheduled time
- Return all furniture &/or borrowed items
- Return keys and completed numbers and feedback forms to Guest Relations staff
- Chat to our Bookings Team regarding your next booking!

Confirming Your Booking

Thank you for creating a booking with us!

To confirm this booking, please do the below by the due date:

Step 1: Read Booking offer and Conditions of Hire, check all details are correct.

Step 2: Quick Online Confirmation (*Recommended*) via Booking Form email to digitally accept the Booking Offer and pay your deposit to secure your dates.

OR

Step 3: Traditional Process sign and return the attached booking offer and pay the deposit invoice via the available options

Questions or Changes? Need to modify dates or details? Please email us at bookings@thetops.com.au or call 1800 816 496.

Site Inspection

If you would like to see the site prior to your stay with us, you can visit for a site inspection. Please call or email us to book in advance. They will be for a maximum of 30 minutes, with no more than 3 people and understand there will only be 1 per booking. To make the most of your time, we suggest you come prepared with questions and take photos when onsite.

Guest Portal

Our Events Portal, is a customisable event management system that aids in collating information required for your stay with us.

The Portal saves you hours of admin work by letting participants register themselves and automatically collecting all the information we need for your event:

- Organise your registrations and easily track your guest information
- Collate dietary information
- Order linen
- Allocate guests into activity groups or small groups
- Assign room allocations
- Complete check in process on arrival

To use the portal, you can setup a login through the email sent to you when you created your booking. If you are unsure of how to use the features on the platform there are help videos that can be found in the top right corner of the webpage. If you are still uncertain on how to use it or need assistance, please give us a call.

You can choose if you would like to you use this to assist you in organising details for event, however **dietary requirements need to be submitted using the Portal.**

If we are running programmed activities, we can create a digital 'Acknowledgement of Risk Form' that can be signed and returned straight to us through the portal, saving all the paperwork!

Site Maps



MAIN SITE MAP



- KEY**
-  Toilets
 -  Bus
 -  Parking
 -  Playground

GREVILLEA SITE MAP



Site Facilities

Wifi	Complimentary WiFi is accessible throughout your stay by connecting to the “Fresh Guest” or “Fresh Guest Legacy” network. No password is required.
Laundry	Washing machines and dryers can be utilised with 2 x \$1 coins for each machine. Purchase detergent for \$1 in the laundry rooms. Facilities are on main site and Grevillea.
Car Parking	Main Site – parking is directly across from the Reception building. Grevillea – there is a car park area for Grevillea guests.
Swimming Pool Main Site (16.8m x 8.0m and 1.0-1.8m deep) Grevillea (12.8m x 9.0m and 1.05m - 2.5m deep)	The pool is open during the Summer months from 7am to 8pm daily and can be accessed with your site’s master key. During use, it is the responsibility of the group to ensure supervision. Please leave the pools clean and ready for the next group by removing all rubbish and gear and lock the gate as you depart. Main Site - Each group is welcome to book the pool for exclusive use for one-hour per day. Outside booked times all are welcome to enjoy. Pool bookings can be made by contacting Reception prior to arrival or during your stay.
Tennis Court, Basketball Court, and Volleyball Court	Groups are welcome to book each facility for a one-hour session per day. Facilities equipment is found in your site’s sporting cupboard, accessed with the site master key. Access to the tennis court can be obtained using the site master key. Bookings can be made by contacting reception prior to arrival or during your stay.
BBQs, Chairs Tables, Plant Hire	BBQs, chairs, tables and plant hire are available on request at an additional cost, subject to availability.
Porta Cots Highchairs	We have these available for guest use upon request, subject to availability.
Ovals, parks & common areas	These areas are shared spaces for guests to enjoy. We kindly ask that you respect others and keep noise to a minimum.
Printing	Printing services are available at Reception for \$0.20 per page.
First Aid Kits and Defibrillators	There is a first aid kit located at each accommodation site. A defibrillator is also accessible at both main site behind Reception and at Grevillea in the dining hall.
Vending Machines	There are drink and snack vending machines located at both Grevillea and main site dining room. These take card payments only.

Meeting Room Facilities

Each accommodation facility has the below complimentary equipment. For detailed information, you can refer to the site information packs on our website.

Meeting Room Audio/Video	Cottages Audio/Video	Meeting Room and Cottages Sport Equipment
<ul style="list-style-type: none"> • HDMI lead 	<ul style="list-style-type: none"> • HDMI lead 	<ul style="list-style-type: none"> • Basketball
<ul style="list-style-type: none"> • Microphone 	<ul style="list-style-type: none"> • Apple TV 	<ul style="list-style-type: none"> • Soccer ball
<ul style="list-style-type: none"> • Microphone stand 	<ul style="list-style-type: none"> • DVD player 	<ul style="list-style-type: none"> • Football
<ul style="list-style-type: none"> • Microphone lead 		<ul style="list-style-type: none"> • Volleyball
<ul style="list-style-type: none"> • DI Box 		<ul style="list-style-type: none"> • Tennis rackets and ball
<ul style="list-style-type: none"> • Jack lead 		<ul style="list-style-type: none"> • Cricket set
<ul style="list-style-type: none"> • Foldback speakers 		<ul style="list-style-type: none"> • Ball pump
<ul style="list-style-type: none"> • DVD player 		<ul style="list-style-type: none"> • Table tennis table with bats and ball (<i>large group main meeting rooms only</i>)
<ul style="list-style-type: none"> • White board 		
<ul style="list-style-type: none"> • White board markers 		
<ul style="list-style-type: none"> • Wireless Screen Sharing (Airplay/Screen Mirroring) 		

Additional Audio Visual resources are available on request. Please contact us for further details and pricing.

There are different adapters available to borrow at Reception during staffed hours if required. However, we recommend guests bring any necessary adapters they may need during their stay.

Linen

Each bed includes a pillow and light comforter. There is a plastic protector cover on each pillow – please do not remove this or an additional cleaning charge will apply.

Guests are required to bring:

- Pillow slip, fitted sheet and (1) top sheet **or** (2) sleeping bag
- Bath towel plus pool towel if required
- Toiletries

'Linen Sets' can be hired through the Events Portal at an additional cost (single & double). Each set includes: x2 sheets, pillow slip, bath towel and small soap. Linen needs to be requested 1 week prior to arrival.

Beds Made

Beds can be made on request, subject to availability at an additional cost. We ask that you please provide 1 month notice if you wish for this service. If there is a larger number of beds required to be made, please have this conversation with us as early as possible.

Dining Room

Dining room allocations are based on group sizes. Where possible, each group will have their own dining space. There may be times where you share a space with another group, however you will have your own service area for food. Occasionally you may be served your lunch in your meeting room for your first or last meal. Dining rooms are only to be used during mealtimes – please utilise tea and coffee facilities in your meeting rooms outside of main meals.

After each meal we require all tables to be cleared completely. Please consider the best way your group can do this, either by everyone clearing their own tables or by organising orderly groups. Please note Front of Staff are not responsible for the organising of guests during meals.

Menus

Main meals are prepared fresh by our team of Chefs and served by our Front of House team. Our seasonal menu boasts lots of favourites throughout the year. We can provide customised or upgraded menu options at an additional cost, subject to availability. Please contact us for more information. Standard menus can also be requested prior to your stay however these are subject to change.

Dietary Requirements

We are a nut-free catering operation that aims to cater for all dietary needs. This includes gluten free, dairy free, no egg, no nut, no seafood, vegetarian, vegan & halal. We also cater for complex dietary needs, so please call us to discuss how we can cater for your guests.

All dietary requirements must be submitted through your Events Portal, at least 1 week prior to arrival.

Please let your dietary guests know to make themselves known when coming to collect their meals and our staff will ensure they have the correct meal.

You will need to enter in your portal a Diets Contact person who will best for us to contact about dietary requirements during your event. They are the responsible adult to assist staff with children in year 8 and below with their dietary requirement.

Meals

Below are our standard meal times. Main meal times can be moved within 30 minutes of our standard times provided this is requested at least 7 days prior to your arrival.

Main Meals	(at dining room)	Supplementary Meals	(selected meeting room)
Breakfast	8:00AM	Morning Tea	10:30AM
Lunch	12.30PM	Afternoon Tea	3:00PM
Dinner	6:00PM	Supper	8:30PM

Supplementary meals will be delivered to your meeting room and are a light snack that guests can enjoy with tea, coffee, or hot chocolate. If you have multiple accommodation sites you will need to let us know prior to arrival where you would like this to be delivered. If no site is requested, the delivery will be made to the biggest main meeting room. Fruit will also be available during these times.

Self-Catered Bookings

If you are a self-catered booking at Grevillea or any of our Cottages, upon request we can email through a list of what we provide. Please note all food items including oil, condiments, tea, coffee, milk etc need to be brought with you.

There is a Coles in Helensburgh, this is a 5-minute drive from site.

Programmed Activities

Our programmed activities will provide you with a unique blend of adventurous challenges and purpose driven conversations. This can be delivered on something as exhilarating as our Treeline High Ropes or as challenging as our 27m Goliath Swing through to our facilitated walks exploring the natural beauty The Tops offers. If your schedule is looking full during the day, why not relax in the evening around a campfire whilst enjoying a supper of hot chocolate and marshmallows.

Themes and Learning Outcomes

Developing an event with intentional outcomes provides opportunities for participants to engage in meaningful learning experiences, whilst being with their peers in a fun, adventurous environment. The Tops facilitates programs that fall into four main themes, each containing specific outcomes. These include:

- Active and Safe
- Working Together
- Personal Health and Wellbeing
- Environment and Sustainability

We aim to develop programs that can be tailored to your group's individual needs. We would love to have a conversation about how we can best partner with you and your participants to create an outstanding experience.

Quotes

If you require a quote for your budgets or permission notes, please contact us and we will provide you with a per person and leader cost.

Additional Needs

We love to accommodate for our guests. If you have anyone in your group who has specific medical, behavioural, or additional needs, we would love to have a conversation about this prior to your event. This will allow us to modify activities as required and find an inclusive way for them to participate in sessions.

Adverse Weather

We will proceed with programmed activities in all weather conditions, so please come prepared. Should our Program Team deem conditions unsafe, an alternate activity will be arranged for the session in conversation with the Group Leader.

Final Details

From around six weeks before your arrival, we will contact you to check on your planning progress and provide updates on the information we hold.

We will ask you to check that the details of your booking are correct (dates, sites, schedule, estimated numbers etc.) and that you familiarise yourself with the Guest Portal, which is a useful tool you can utilise in planning your booking.

The final details requested are as below and are required at least 7 days prior to your arrival to ensure we can best look after your group.

- Final numbers for catering i.e. the total number for each meal
- Confirmation of meal times & schedule
- Onsite group leader with contact number and expected arrival time
- Dietary requirements submitted in the Guest Portal
- Linen requests submitted in the Guest Portal
- List of attendees
- Final Numbers form advising of your full-time and visiting guests.

Late Final Information & Changes

We strive to be as flexible as possible when we receive late final information or changes. However, we cannot always guarantee that we will be able to accommodate them

Packing List

Please feel free to add to this list - This list is not comprehensive and if in doubt, remember it's better to have it and not need it, than to need it and not have it!

If you are coming to The Tops for the day:

- Drink bottle
- Personal medications
- Sun protection such as hat, sunscreen, sunglasses
- Clothing appropriate for seasonal weather including a jumper
- Wet weather gear (*if applicable*)
- Covered in shoes (*Thongs, crocs, sandals are not recommended for outdoor use on site. We recommend older shoes that can get wet & dirty!*)
- Day bag (*for carrying everything you might need, e.g. jacket, water bottle, sunscreen*)

If you are also staying overnight, in addition to the above:

- Pillow slip, fitted sheet and (1) top sheet **or** (2) sleeping bag (*unless linen hire has been previously arranged*)
- Bath towel
- Hand soap and body wash
- Personal toiletries
- Doona or sleeping bag if you feel the cold (light comforter only provided)
- Pyjamas
- Change of clothes for each day, appropriate for seasonal weather
- An additional pair of enclosed shoes
- Swimmers and a pool towel (*if required*)
- Insect repellent
- Torch
- Garbage bag to take home wet/dirty clothes

If you are also participating in programmed activities, in addition to the above:

- Appropriate clothing for the outdoors that you're happy to get dirty, including:
 - Covered in shoes. *No sandals, crocs, ugg boots or slip on styles shoes*
 - Hat, sunglasses, sunscreen
 - Tops to cover your shoulders and midsection (*for harness wear especially*)
 - Long pants for bushwalking
 - Shorts that cover your thighs (*again for harness wear*)
Avoid short shorts, skirts, midriff tops
 - Wet weather gear (*if applicable*)
 - Ensure long hair is tied back

Arrival Process

Please check in at reception on arrival and one of our Guest Relations staff will induct you into your site. If the group leader is unable to arrive first for induction, please nominate a responsible person of your choosing and let us know. Alternatively, we can let guests into the meeting space until the leader arrives.

The site induction includes the below and must be completed on arrival:

- Confirmation of booking details
- Information on the fire evacuation and emergency management plan
- Site information and contact procedures
- Information and assistance with AV and site equipment
- Dining room orientation and confirmation of dietary requirements
- Location of first aid kits

Once this is completed, as accommodation sites are ready, keys and door codes will be issued. These keys include a site master key, pool key and room codes for each room.

Please note that room codes cannot be provided prior to arrival.

If arriving outside of office hours or agreed arrival time, a call out fee will apply.

Group Leader Responsibilities

The onsite group leader responsibilities are as follows:

- Completing induction with Guest Relations staff
- Provide an accurate guest list on arrival
- Provide Acknowledgement of Risk Forms if participating in programmed activities
- Ensure duty of care of all group members
- Ensuring group are respectful to staff and site
- Ensuring group are respectful to other guests groups and their sites
- Adhering to the site noise curfew: Noise turned down at 10:00pm and noise off by 10:30pm
- Locking up buildings when unattended and overnight
- Ensuring evacuation or emergency procedures are adhered to when required
- Advising Guest Relations staff of any changes in group numbers or schedule
- Arriving on time for meals and that the dining room is left as was found on arrival
- Ensuring the site and grounds remain clean and tidy throughout your stay and are left as found on arrival
- Reporting any incidents or damages to Guest Relations Staff in a timely manner
- Completing bedroom inspections ensuring rooms are clean and tidy, especially on departure
- Returning chairs and tables as found on arrival in meeting rooms and furniture around site
- Return all equipment to guest cupboards or borrowed gear to Guest Relations staff. Missing or damaged equipment will be charged to groups final invoice.
- Completing blue numbers form and yellow evaluation form
- Returning site keys and above paperwork to Guest Relations staff before departure

Assistance During Your Stay

If you require assistance during your stay, you can contact our Guest Relations team.

- Reception Office Hours: 8am – 6pm, Monday to Friday
- During the weekend, the reception building is closed but Guest Relations are available during the day. Staff times will be advised on induction.

A 24-hour mobile number for Guest Relations will be provided on induction. We ask that after hours this number only be used for emergencies. Call out fees will apply for non-emergencies.

Departure Process

Prior to departure, our Guest Relations staff will collect keys, yellow feedback form and blue numbers form. Please ensure this is filled out accurately and in advance - if you have any questions let us know and we will be able to assist you.

Please make sure of the following prior to departure:

- Bedrooms have been checked, and all rubbish and belongings have been removed prior to the bedroom vacate time on booking schedule
- Sites are left clean and tidy, in the way you found them on arrival
- Furniture is packed away and returned as per instructions displayed/found on arrival
- Return all equipment to guest cupboards or borrowed gear to Guest Relations staff. Missing or damaged equipment will be charged to groups final invoice.
- Report any incidents or damages to Guest Relations Staff
- Return blue numbers form and yellow evaluation form
- Return site keys and above paperwork to Guest Relations staff before departure

Final Invoice

The final invoice will be provided after your departure and is a 7 day account. Payment methods details are on the invoice.

Contact Information

The Tops Conference Centre: 51 Bendena Garden Stanwell Tops NSW 2508

Phone: 1800 816 496 (Business Hours)

Web: www.thetops.com.au

Email: enquiries@thetops.com.au