



CANBERRA CITY YHA

Group Information Pack



Thank you for your enquiry regarding accommodation at Canberra City YHA. Conveniently located in the busy centre of Canberra, the Canberra City YHA offers groups affordable accommodation and modern facilities. We can accommodate groups of all ages up to approximately 100 people.

Services and Facilities

Canberra City YHA offers a wide range of services and facilities that include:

- Internet café and wireless connection
- Catering in Bytes Café (located on site)
- Fully self-contained kitchen and dining area (self catering available for groups of up to 15 people only)
- Indoor heated pool, spa and sauna
- Rooftop terrace and BBQ area
- Laundry facilities
- Wheelchair access
- Free DVD rental and groups TV area
- Games area
- Vending machines
- Lockers in common areas and all shared rooms
- Central heating and cooling system
- Transit Bar located on the lower ground floor (separate entrance)



YHA's Commitment to your Group

Canberra City YHA has a dedicated group reservations coordinator acting as your first point of contact to ensure your requirements are met and your group has an enjoyable stay.

- YHA will take all reasonable precautions to ensure the safety and security of your group and their property.
- Reception is open 24 hours, to ensure a staff member is available at any time during your stay.
- Group leaders will be allocated separate rooms to group members under 18 years of age unless otherwise requested.
- Coach drivers will be allocated their own private room with ensuite* subject to availability



Risk Management

Canberra City YHA is pro-active in taking preventative measures at its properties to ensure we maintain the highest possible standards in the field of risk management. YHA staff members are trained and capable of handling emergency situations.

A comprehensive risk assessment is available on request or can be downloaded at:
http://www.yha.com.au/content/documents/ccyha_riskassessment_venue%20and%20safety%20form.pdf

The Accommodation

Your group will be allocated separate dormitories and will not be expected to share rooms with other hostel guests. Your group will be expected to share communal areas, such as bathrooms, with other groups and/or guests. Larger groups can be allocated an entire floor exclusively on request. Please enquire about this when making a booking.

Rooms are located off a central corridor and your group will be assigned consecutive rooms to keep your group together (subject to availability). All rooms within the building require swipe keys for access and a duplicate set can be provided for leaders to access all rooms allocated to your group.

Dorm Rooms

Group members are accommodated in comfortable four-share* dormitory style rooms. Each room is equipped with lockers, individual reading lights and a desk. Bed linen is provided, however we request that students bring their own towels (for shower and pool). Towels can be hired (with prior arrangement) for \$2 per towel. Communal bathrooms are conveniently located on each level of the hostel.

*Please note that larger groups may be allocated a maximum of three eight-share rooms.

Supervisor and Driver Rooms

Supervisors are accommodated in single, twin and triple rooms with a private ensuite*. These rooms include all bed linen, a desk, a television, and tea and coffee making facilities. Professional coach drivers are not expected to share with group members and will be allocated single rooms with ensuite unless otherwise requested.

*Depending upon availability. We will notify your group organiser at the time of booking if no/limited ensuite rooms are available. Surcharge applies.



Above; A range of room types

Location & Parking

Canberra City YHA is located in the city centre, close to lively cafés, restaurants and bars. Our central location also means we are within walking distance to major shops, banks, post office, cinemas, and theatres. There is a bar located under the hostel (separate entrance and business). Canberra City YHA is conveniently located near many major attractions including the Australian War Memorial, Parliament House, Questacon and the National Museum of Australia.

Coach Parking

There are three coach sized parking spaces directly in front of the Canberra City YHA on Akuna St. Two are located on the hostel side of the road with one on the opposite side. These public parking spaces are free and available 24 hours a day. A loading zone alongside the building also doubles as a bus zone after 6pm on weekdays and all day on weekends.

Car Parking

An off street car park is available in short term metered parking behind the YHA and all day parking is located just across the road from the hostel.



Group Membership

Groups booking accommodation at any YHA must hold current group membership. Benefits of joining YHA include special group rates at YHA hostels in Australia and around the world and access to discount-priced travel services for groups. Group membership covers 10 or more persons travelling as part of a registered group. Group membership is available for \$42 and is valid for 12 months worldwide.



Bytes Café Catering

Canberra City YHA offers full catering for all groups with meals served in Bytes Café located on the ground floor of the hostel. The café seats up to 65 people at one time, groups over this size will need to stagger meal times.

Morning or Afternoon Teas

We can also provide morning and afternoon teas which include a freshly baked snack such as muffins, danishes, or cookies plus a refreshing juice.

Special Dietary Requirements

extra \$2 per person per day

Our chef has many years of experience in providing specific meals for dietary or religious needs. Please inform us of any special requirements well in advance, so we can best cater for your needs.

Themed Nights

Bytes Café is experienced in providing either a themed meal or special 'party nights' during your stay. Please ask about this when making a booking. We are happy to tailor our service to your needs.

BBQ Facilities & Self Catering

All groups have access to the BBQ terrace on the 3rd floor of the hostel. The BBQ terrace comfortably seats 30 people and BBQ utensils are available from Reception. Groups comprising less than 15 people also have access to our self catering kitchen and dining area. This area is located on the ground floor of the hostel, is shared by hostel guests.



Bytes Standard Package

Continental Breakfast

Packed Lunch

This includes a sandwich, fruit, small snack and a bottle of water.

Dinner

2 course dinners includes items such as chicken schnitzel, roasts, pasta, sausages or fish plus a bread roll and either vegetables or salad prepared fresh daily. Dessert is followed after the main course and may include a piece of cake, jelly or fruit and ice cream.

Bytes Deluxe Package

Hot Breakfast

This breakfast package starts the day with a the continental breakfast plus hot breakfast buffet.

Packed Lunch

This includes freshly made wraps or rolls, a freshly baked snack and a bottle of water.

Dinner

This package is a great option for hungry groups! The dinner is 3 courses with soup to start, a hearty main meal and dessert to follow. All meals are prepared fresh in our café.

Full menus are available upon request.

Group Rates (valid until 31st December 2010)

| | Rate (Primary School) | Rate (Other Groups) |
|-------------------------------------------|--------------------------|------------------------|
| Multi share (bed only) | \$30.50 | \$30.50 |
| Single/Twin (room only) | \$87.00 | \$87.00 |
| Continental breakfast | \$6.50 | \$7.00 |
| Deluxe breakfast: continental & cooked | \$9.00 | \$9.50 |
| Basic Packed Lunch | \$7.50 | \$8.00 |
| Deluxe Packed Lunch | \$9.50 | \$10.00 |
| Basic Dinner & Dessert | \$13.50 | \$15.50 |
| Deluxe Dinner & Dessert | \$15.50 | \$17.50 |
| Morning tea or afternoon tea | \$5.00 | \$5.00 |
| Towel Hire | \$2.00 | \$2.00 |

Please note:

- x One teacher, supervisor or coach captain stays free of charge for every 20 paying students.
- x All rates are in Australian dollars, include GST and are subject to change without notice.

Please see the terms and conditions for payment schedules. An amendment fee may apply to excess changes during the booking process.

Please do not hesitate to contact us if you require any further information or would like a hostel inspection.

We look forward to having you stay with us!

Canberra City YHA

Phone: (02) 6248 9155

Fax: (02) 6249 1731

Email: canberracitygroups@yha.com.au



GROUP BOOKING FORMS



GROUP DETAILS

Name of Group _____

Organisers Name _____

Phone _____ Fax _____

Email _____

Postal Address _____

YHA abides by the National Policy Principles in the collection of personal information. Personal information is not disclosed to any third party except as is required by law.

YHA GROUP MEMBERSHIP

We are already YHA members Membership No _____ Expiry Date _____

Renewal of YHA membership

New YHA membership

YHA GROUP MEMBERSHIP NEW/RENEWAL FEE

1 YEAR \$42 2 YEARS \$84 3 YEARS \$126

Group Category (please tick the appropriate box for your group)

- | | | |
|-------------------------------------------------|-------------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Primary School | <input type="checkbox"/> High School | <input type="checkbox"/> Tertiary/Educational |
| <input type="checkbox"/> Cultural/International | <input type="checkbox"/> Religious | <input type="checkbox"/> Guides/Scouts/Youth |
| <input type="checkbox"/> Social/Tour Operator | <input type="checkbox"/> Sporting | <input type="checkbox"/> Arts/Music |
| <input type="checkbox"/> Special Needs | <input type="checkbox"/> Other, please specify: _____ | |

I would like to receive the following free information on YHA hostels and services: Please tick

YHA Australian Hostels & Discounts Guide Yes No thanks
Backpacker Essentials Online Mail No thanks
YHA's members' magazine – 3 times per year

Please also provide me with:

Voting Material Online No thanks
Annual Report Online No thanks

Also available at yha.com.au

I/we hereby undertake to accept responsibility for any damage caused to a hostel or organisation property by members of the above group or myself and to recompense the organisation for any such loss. I/we understand that YHA ltd does not accept responsibility for injury or damage that may occur to any person or property whilst taking part in organisation activities or using the organisation's hostels and facilities, or those associated or affiliated with the organisation or with the International Youth Hostel Federation. The leaders may represent and vote, or may appoint a person 18 years of age or over to represent or vote on behalf of the group at any General Meeting.

ARRIVAL AND DEPARTURE DATES

Date of Arrival _____ Time of Arrival _____

Date of Departure _____

Number of Nights _____

GROUP NUMBERS (please provide approximate numbers)

Female Participants _____ Female Leaders _____

Male Participants _____ Male Leaders _____

Coach Drivers _____ Total in Group _____

Approximate Age of Participants _____

Please outline specific room requests (we will assume teachers require twin rooms unless specified otherwise) _____

Does your group require towels (\$2/ towel) _____

BYTES CAFÉ CATERING

Catering not required

Catering required **Please fill in meal request**

Meal Request

- × Select which meals you require by **writing a meal time** in the required box for **breakfast or dinner**. Please put a **tick for the lunches, morning tea or afternoon tea** on the days you require them.
- × Large groups of over 65 will need to stagger meal times and have breakfast and dinner in two sittings (45 minutes apart).

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|---------------------|--------|---------|-----------|----------|--------|----------|--------|
| Date | | | | | | | |
| Basic breakfast | | | | | | | |
| Deluxe breakfast | | | | | | | |
| Morning tea | | | | | | | |
| Basic packed lunch | | | | | | | |
| Deluxe packed lunch | | | | | | | |
| Afternoon tea | | | | | | | |
| Basic dinner | | | | | | | |
| Deluxe dinner | | | | | | | |



Group Booking Terms & Conditions

Making a group booking is conditional upon there being sufficient capacity at the hostel to accommodate the booking and the booking being accepted by YHA on behalf of the hostel.

Settlement and Payment

When a booking is made the group must pay a deposit of 30% of the total booking amount to YHA no later than 14 days from the date of the invoice. The final balance must be paid 21 days prior to arrival. **If booking payments are not received on time, YHA reserves the right to sell the accommodation to other guests.**

Refunds and Cancellations

For cancellations of all or part of the group booking:

- More than 6 weeks prior to arrival: YHA will refund 90% of the cancelled accommodation cost. Full refund on catering.
- Between 21 and 42 days prior to arrival: YHA will refund 70% of the cancelled accommodation cost. Full refund on catering.
- Between 15 and 20 days prior to arrival: YHA will refund 50% of the cancelled accommodation cost. Full refund on catering.
- Between 8 and 14 days prior to arrival: YHA will refund 25% of the cancelled accommodation cost and refund 75% on catering.
- Within 7 days of arrival: No refund.

Notice of Liability

The group leader must agree to ensure that their group will abide by the YHA requirements listed below and any reasonable instructions made by the hostel manager or staff. The group leader must undertake:

1. To accept responsibility for proven damage or loss caused by the group to hostel building or equipment including safety and security systems and to recompense YHA for any such loss or damage.
2. To abide by the conditions of payment for a booking, including the cancellation policy as detailed above.
3. To ensure that any children in the group are supervised at all times. Children must be supervised in public areas that may include elevators, swimming pools and rooftop areas.
4. To agree that YHA does not accept responsibility for accidents which may occur to any group member, or for any damage or theft of property whilst using YHA hostels.
5. Not to drink alcohol excessively at the hostel. If members of the group are under 18, to agree not to bring alcohol onto the hostel premises or to return to the premises in an intoxicated state. Leaders are particularly responsible for ensuring any group member under 18 years of age abides by YHA's policies barring smoking and consumption of alcohol.
6. To follow all parking and other specific requests of the hostel management.

General Obligations

YHA undertakes to provide the agreed services at the agreed times by the Hostel. This obligation does not apply under circumstances beyond the control of YHA such as:

- If the group does not arrive.
- If the group fails to pay the deposit or balance on time.

Additional Provisions

1. Standard hostel policies will be clearly displayed or made available to all guests within the hostel. Group members are expected to comply with such hostel policies.
2. A cash bond may be required from group guests – at the Manager's discretion.
3. YHA reserves the right at all times and without prior notice to stop accommodating a group if one or more group members contravenes hostel policies. No refunds will be given in these circumstances.

Cancellation by YHA

YHA reserves the right to terminate a booking without any obligation to pay compensation if there is sufficient cause to believe that the nature of the group's meeting at the hostel is different than could reasonably have been expected, based on the group's request or on the character of the group, and that YHA would not have entered into the agreement had it known the true nature of the intended meeting. Should YHA choose to exercise this right after such meeting has commenced at the Hostel, the group's payment for the services rendered to that point will be retained and the balance paid will be refunded.

Group Membership

To stay at YHA hostels, groups must be members of YHA. Australian groups join YHA in their home state. Non- Australian groups join YHA/HI in their home country. Group Membership can also be arranged at the time of booking.

Disclaimer

I hereby warrant YHA Ltd and its member hostel that I am authorised to enter into this agreement and as such accept full personal responsibility for the group's adherence to the Group Booking Conditions and undertake to ensure that the group in my charge abides by those Conditions.

Name _____

Signature _____

Date _____

