



GROUPS INFORMATION

# COFFS HARBOUR YHA



Thank you for your enquiry regarding accommodation at the purpose built Coffs Harbour YHA. Following is information to help you with your group booking. For questions not answered here please contact the hostel direct.

## Services and Facilities

- Communal kitchen and dining room
- Swimming pool and BBQ area
- Lounge, TV and internet rooms
- Games area
- Security parking
- Lockers in all share rooms
- 24 hour staff presence in building
- Electronic door swipes on all bedroom doors and bathrooms
- Lockers are provided in all dormitory rooms to store valuables.
- Kitchen, Lounge and Dining area
- Internet and email access
- Laundry facilities
- Reception hours 9am – 9pm

## Things to do at Coffs Harbour

Coffs Harbour offers a diverse range of sporting activities such as diving, surfing, rafting, horse riding, kayaking, whale watching, rock climbing, 4wd tours and even ice skating. “Jetty Strip” is the place to be for local restaurants and outdoor cafes. One of the best kept secrets of the Coffs Coast is Red Rock – a tiny but beautiful village half an hour north of Coffs Harbour. It is situated by the beach and along Red Rock/Corindi River, and borders Yuraygir National Park.

## Coffs Harbour YHA Backpacker Resort

51 Collingwood Street  
Coffs Harbour 2450  
Phone: (02) 6652 6462  
Fax: (02) 6651 8629

Email: [coffsharbour@yha.com.au](mailto:coffsharbour@yha.com.au)  
[yha.com.au/groups](http://yha.com.au/groups)





### YHA's Commitment to your Group

- YHA will take all reasonable precautions to ensure the safety and security of your group and their property.
- YHA staff are trained and capable of handling emergency situations.
- A member of staff will be available 24 hours a day and can be called upon to help with any emergencies
- You will be allocated separate group bedrooms and will not be expected to share with other guests not in your group.
- If your group comprises of children under 18 years old your group leaders, including the coach driver and any other accompanying adults will be allocated separate rooms from the group if requested.
- These rooms will be allocated as close as possible to the rest of the group to facilitate effective supervision. If however you have a group of a young age and prefer to be in the same room as them, this can be arranged.

### Risk Management

Coffs Harbour YHA is pro-active in taking preventative measures at its property 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:

[Risk Assessment Document Coffs Harbour YHA](#)

### Nearest Medical Centre

14 Edger St  
Coffs Harbour 2450  
T: 02 6652 8747

### Nearest Hospital

Coffs Harbour Base Hospital  
345 Pacific Hwy  
Coffs Harbour 2450  
T: 02 6656700





### The Accommodation

All bedding is provided (doonas, sheets and pillows) however you must bring towels. Bathroom facilities are situated on each floor and shared by the people in dormitory-style rooms.

There are lockers in all share rooms (you need to provide your own padlocks or we have them for sale at reception). Please note that due to the layout of rooms, groups may have to be located on different levels of the building. 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 4 or 6 share dormitory style rooms. Each room is equipped with lockers, individual reading lights and a desk. Bed linen is provided however please bring your own towels for shower and beach.

### Supervisor and Driver rooms

Supervisors are accommodated in single, twin and triple rooms with or without private ensuite. These rooms include all bed linen and a desk. Professional coach drivers are not expected share with group members and will be allocated a single room with ensuite or without unless otherwise requested. Coach Driver stays free of charge.

### Group Rates

	Accommodation Only	Bed and Breakfast	Bed, Breakfast and Dinner
<b>Dormitory room</b> - per person per night	\$27	\$32	\$42
<b>Single/Twin/Double room with en-suite</b> - based on double occupancy per night	\$78	\$88	\$108

(NB: all prices are quoted in Australian Dollars and inclusive of GST).

Rates valid from 1st October 2011 to 30th September 2012

### Group Membership

Groups booking accommodation at any YHA must hold a current group membership. Benefits of joining YHA include special group rates at YHA hostels in Australia and around the world with 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.

\*Please fill out membership booking form attached.

### Meals

Breakfast and Dinner are available upon request. There are numerous local restaurants and cafes within walking distance of the hostel for breakfast, lunch and dinner.

Please inform us of any special dietary requirements. All meals must be booked in advance and in conjunction with the final payment.

### Activities

If you are interested in activities we can organise such things as:

- Surf lessons
- Kayaking
- Rock Climbing
- Whale watching
- 4wd Tour
- Horse riding

Let us know when you book and we will do our best to accommodate your request.



## Transport and getting to Coffs Harbour YHA

### Location / Transport / Parking

Located at 51 Collingwood St, Coffs Harbour. It is an easy walk to local attractions including the jetty and beach. Local supermarkets, shops, restaurants and cafes are located a few minutes away. For directions on how to reach the hostel, please call the hostel for further information.

**By Train** - 500m to the station. Services available to/from Sydney/Brisbane.

**By Car from Sydney** - 550 km.

**Parking** – Security parking onsite.



Please do not hesitate to contact me if you require any further information or would like a hostel inspection. We look forward to having you stay with us!

**Graeme Diffey - Manager**

Phone: (02) 6652 6462

Fax: (02) 6651 8629

Email: [coffsharbour@yha.com.au](mailto:coffsharbour@yha.com.au)



# YHA GROUP BOOKING FORM



## Coffs HARBOUR YHA

Thanks for your interest in our hostel. Please return completed booking forms either via fax or email. Please contact us if you require any assistance completing these forms.

P: +61 2 6652 6462 | F: +61 2 6651 8629 | E: [coffsharbour@yha.com.au](mailto:coffsharbour@yha.com.au)

### GROUP CONTACT INFORMATION

<b>Name of Group</b>	
<b>Leaders Names</b>	
<b>Phone (daytime)</b>	
<b>Mobile Phone</b>	
<b>Email</b>	
<b>Fax</b>	
<b>Postal Address</b>	

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.

### MEMBERSHIP INFORMATION

<b>Are you YHA Members?</b>	<input type="checkbox"/> <b>YES.</b> Membership Number: _____ Expiry date: _____ <input type="checkbox"/> <b>NO.</b> Membership is a compulsory requirement for all groups & will be issued at check in. Please complete the group membership details below.		
<b>YHA Group Membership Fee</b>	<input type="checkbox"/> 1 year: \$42	<input type="checkbox"/> 2 years: \$84	<input type="checkbox"/> 3 years: \$126
<b>Type of Group</b>	<input type="checkbox"/> Primary School <input type="checkbox"/> High School <input type="checkbox"/> Tertiary/Educational <input type="checkbox"/> Special Needs	<input type="checkbox"/> Cultural/International <input type="checkbox"/> Guides/Scouts/Youth <input type="checkbox"/> Social/Tour Operator	<input type="checkbox"/> Religious <input type="checkbox"/> Sporting <input type="checkbox"/> Arts/Music
<b>I would like to receive the following free information on YHA Hostels and Services:</b>			
YHA Australia Hostels and Discounts Guide <input type="checkbox"/> Yes <input type="checkbox"/> No thanks			
Backpacker Essentials – YHA’s Travel Magazine <input type="checkbox"/> Online <input type="checkbox"/> Mail <input type="checkbox"/> No thanks			
<b>Please also provide me with:</b>			
Voting Material <input type="checkbox"/> Online <input type="checkbox"/> No thanks			
Annual Report (also available at <a href="http://yha.com.au">yha.com.au</a> ) <input type="checkbox"/> Online <input type="checkbox"/> No thanks			

### HOW DID YOU HEAR ABOUT OUR HOSTEL?

<b>Has your group stayed at our hostel in the past?</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes
<b>Has your group used other YHA facilities in the past?</b>	<input type="checkbox"/> No <input type="checkbox"/> Yes – where? _____
<b>How did you first hear about our YHA or where have you found further information about the YHA?</b>	<input type="checkbox"/> Word of mouth. <input type="checkbox"/> Another website – which website? _____ <input type="checkbox"/> <a href="http://www.yha.com.au">www.yha.com.au</a> . <input type="checkbox"/> Travel agent/Tour operator - which company? _____ <input type="checkbox"/> An advertisement <input type="checkbox"/> Other - please specify: _____ <input type="checkbox"/> YHA brochure or direct mail.
<b>What is the reason for your group excursion?</b>	_____

### GROUP LEADER’S WARRANTY AND UNDERTAKING

#### Please refer to the final page of the booking forms for the Group Booking Terms & Conditions

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.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

#### YHA USE ONLY

Amount Paid:  
Payment Type:  
Hostel:

Please select:  
Receipt No:  
Date:  
Valid Until:

New  Renewing

Received By:

### ACCOMMODATION REQUIREMENTS

<b>Number of Nights</b>	
<b>Date + Time of Arrival</b> (Check-in is from 2pm. If your group arrives prior to this time, we can organise luggage storage until the rooms are available. Please indicate expected arrival time)	
<b>Date of Departure</b> (Check out time is before 10:00am)	
<b>Average age of participants</b>	

### GUEST COMPOSITION

Number of Guests	Males	Females	TOTAL
<b>Participants</b>			
<b>Leaders</b>			
<b>Professional Bus Driver</b>			
<i>When allocating share rooms YHA provides separate accommodation for male &amp; females unless otherwise requested.</i>			<b>TOTAL GUESTS:</b>

### ROOM REQUIREMENTS

Room Type	Beds per room	Cost per person per night	Number of People
<b>Dormitory only</b>	4 or 6	\$27	
<b>Dorm bed &amp; breakfast</b>	4 or 6	\$32	
<b>Dorm bed, breakfast &amp; dinner</b>	4 or 6	\$42	
		Cost per room per night	Number of Rooms
<b>Single / Twin / Double* bed only</b>	1 Double bed	\$78	
<b>Single / Twin / Double* &amp; breakfast</b>	1 Double bed	\$88	
<b>Single / Twin / Double* Breakfast &amp; Dinner</b>	1 Double bed	\$108	
<b>Professional Driver Room* with private bathroom</b>	1 Double bed	Free of Charge	

\* with private bathroom

### ADDITIONAL REQUIREMENTS

<b>Towel Hire</b> Towels are only required for those group members staying in <b>dormitory accommodation</b> . Group members can bring their own towels; they are not required to hire towels.	<b>\$2.00</b> per towel	<b>Would your group like to hire towels?</b> <input type="checkbox"/> No. <input type="checkbox"/> Yes. The group requires _____ towels.
<b>Activities and Tours</b> We can arrange group activities and tours for your group in and around Coffs Harbour.	Prices quoted upon request	<b>Would you like to book activities?</b> <input type="checkbox"/> No. <input type="checkbox"/> Yes.

### PAYMENT DETAILS

<input type="checkbox"/> <b>Cheque</b>	Cheques made payable to: YHA Ltd. Post to: Coffs harbour YHA c/o Group Reservations Coordinator 51 Collingwood St Coffs harbour NSW 2450	<ul style="list-style-type: none"> <li>All prices quoted are in Australian Dollars and include GST.</li> <li>All prices are valid until 31<sup>st</sup> December 2012.</li> <li>A 30% deposit is required <b>WITHIN 14 DAYS</b> to secure your reservation.</li> <li>Payment of balance due <b>21 days prior to arrival</b>.</li> </ul>																		
<input type="checkbox"/> <b>Electronic Funds Transfer</b>	YHA Ltd. Bank Details: Banana Coast Credit Union, Coffs Harbour Account Number: 218622 BSB: 704 328  <b><u>Please quote Invoice Number on EFT.</u></b>																			
<input type="checkbox"/> <b>Credit Card</b>	Card number <span style="float: right;"><input type="checkbox"/> Visa                      <input type="checkbox"/> MasterCard</span> <table style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> <td style="border: 1px solid black; width: 20px; height: 20px;">-</td> </tr> </table> Expiry Date: _____ , _____ Cardholders Name: _____ <input type="checkbox"/> I hereby authorise YHA Ltd to charge the above credit card: 1. A 30% deposit at the time of booking; 2. The final balance of the invoice one month prior to the group's arrival.		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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## 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 baring 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 \_\_\_\_\_

