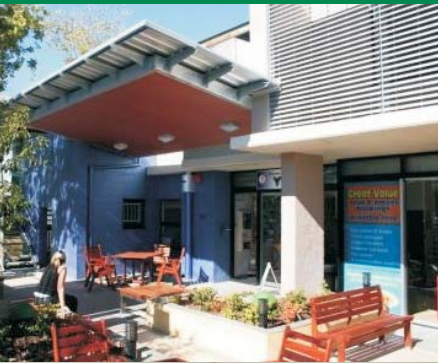




BRISBANE CITY YHA

Groups Information Pack



Thank you for your enquiry regarding Group accommodation at Brisbane City YHA. This newly redeveloped YHA is conveniently located in central Brisbane and offers modern, safe and affordable accommodation and facilities. Brisbane City YHA's specialist Groups facility, the Rainforest Floor, caters for 10 to 80 people with secure accommodation, dining, socialising and meeting areas designed specifically for your needs.

Services and Facilities

- Secure Groups' area with keyless security access
- 24 hour reception
- Modern air-conditioned accommodation (multi-share and private twin ensuite rooms for leaders)
- Secure onsite parking
- Onsite café providing breakfast, lunch and dinner
- Self-contained food servery, dining area and TV lounge
- Conference and meeting area to seat up to 80 people
- Wireless internet throughout
- Laundry facilities
- Wheelchair access
- Vending machines
- Onsite YHA Travel tour desk
- YHA Groups Coordinator services



YHA's Commitment To Your Group

Brisbane City YHA offers a dedicated Groups Coordinator service to assist with your Group's needs, from enquiry through to check-out.

YHA will take all reasonable precautions to ensure the safety and security of your Group.

Reception is open 06.30-23.00, and a staff member is available at all times during your stay.

Group leaders will be allocated separate rooms to Group members under 18 years of age unless otherwise requested.

Coach drivers can be allocated their own private ensuite room. Please request at time of booking.





BRISBANE CITY YHA

Groups Information Pack



The Rainforest Floor (Groups Facility)

All Groups are accommodated in the YHA's specialist Groups facility, the Rainforest Floor, and are not expected to share facilities with other YHA guests. Your Group may be required to share communal areas with other Groups during your stay. Large Groups may enjoy exclusive use of the Group's Rainforest Floor upon request and subject to availability.

Accommodation

All bedrooms are located off a central corridor in consecutive rooms (subject to availability). Bedrooms, bathrooms and communal areas require swipe keys for access with a master key provided to Group leaders to access all rooms allocated to your Group. Multi-share dormitories (4 and 6-share) use single-sex communal bathrooms on the same floor. Leaders' accommodation is provided in twin-share rooms with private ensuite bathrooms.



Multi-share Rooms

Group members are accommodated in modern, dormitory style bedrooms. Each room is air-conditioned (reverse cycle) and equipped with lockable lockers, individual reading lights and a desk. Bed linen is provided, however guests are required to supply their own towels. Single-sex communal bathrooms are conveniently located on the Rainforest Floor with wash basin, showers and toilet cubicles.

Group Leaders and Driver Rooms

Groups leaders are accommodated in twin-share rooms with private ensuite bathroom consisting of shower, wash basin and toilet. Rooms include all bed linen, towels and a desk. Professional Drivers will be allocated separate private rooms unless otherwise requested.



Non-Groups Facilities

Adult Group members (over 18 years) may enjoy access to the hostel's rooftop swimming pool and sun deck if pre-arranged with your Groups Coordinator. Minors (under 18 years) are not permitted access to this area during their stay. For further information, please consult with your Groups Coordinator.



BRISBANE CITY YHA

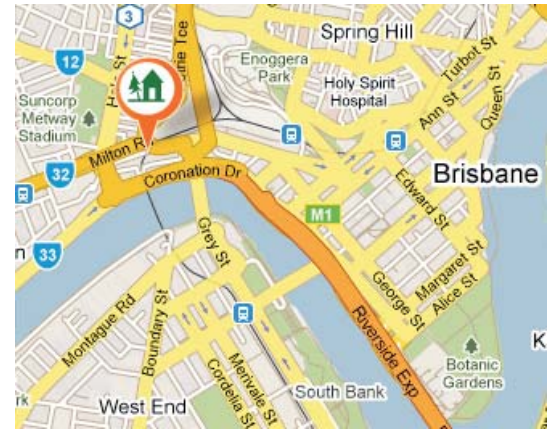
Groups Information Pack



Location & Parking

Brisbane City YHA, 392 Upper Roma Street, Brisbane, QLD 4000

Brisbane City YHA is centrally located, a short walk from the Queen Street Mall and city centre shops, restaurant precincts, banks, post office, cinemas, theatres, South Bank and Roma Street Parklands and Suncorp Stadium. Brisbane has many activities on its doorstep including Australia Zoo, Lone Pine Koala Sanctuary, the Gold Coast beaches and theme parks, and nearby Stradbroke and Moreton Islands.



Car & Coach Parking

CAR - Onsite, secure parking is available for standard size cars, fees apply.

COACHES & BUSES – We can accommodate smaller sized buses onsite, fees apply. If you need parking for a 25 seat coach or larger we can direct you to the nearest secure parking. Be sure to enquire when making your booking. The council offers free coach parking with no time restrictions (subject to availability) along Williams Street between Old Parliament House and Victoria Bridge.

Group Membership

Groups must hold a current YHA Group membership. Benefits of joining YHA include special Group rates at YHA hostels in Australia and around the world, plus access to discounted travel services. Group membership is valid for Groups of 10 or more people travelling as part of a registered group. Membership costs \$42 and is valid for 12 months worldwide.

YHA Travel & Tours

Brisbane City YHA has an onsite travel desk at reception which can help to plan your Group activities and tours. Let YHA Travel organise day trips including Australia Zoo, Moreton Island and the Gold Coast theme parks, charter buses, transfers and car hire. Talk to your YHA Group Coordinator prior to arrival about booking your Group's travel needs as we may be able to negotiate Group discounts on many attractions and tours.





BRISBANE CITY YHA

Groups Information Pack



Catering

Brisbane City YHA's onsite café, Drifter's Café & Bar, offers breakfast, lunch and dinner catering packages for your Group. See attached Groups Catering Menu and Order Form for up to date meal options. All meals are served in the Group's Rainforest Room with packed lunch options available on request.

Special Dietary Requirements & Birthdays

Brisbane City YHA can cater for most special dietary requirements providing sufficient notice is given. Please contact your Groups Coordinator for further information. Celebrating a birthday or special occasion? Order a celebration cake at the time of booking!

Groups Servery & Dining Facilities

Groups enjoy access to a specialist food servery and dining area in the Rainforest Room. This area is designed to provide Groups with a secure facility to serve their own meals outside of those provided by the onsite café / bistro. The food servery includes:

- refrigerators
- microwave ovens
- boiling and chilled water
- dish washer
- commercial sinks
- cutlery, crockery and utensils

These facilities may be used by other Groups during your stay and cleaning and tidying of this area is the responsibility of the Group throughout your stay.

Please do not hesitate to contact us if you require any further information or would like a tour of the YHA. We look forward to having you stay with us!





BRISBANE CITY YHA

Group Terms & Conditions



MEMBERSHIP

As a membership organisation, YHA requires groups to hold a current Group Membership when staying in YHA hostels. If the group does not hold a current YHA Group Membership, the group organiser should complete a Group Membership form on behalf of the group and forward it, with payment, to YHA Ltd. Groups must number 9 or more.

RESERVING ACCOMMODATION

Complete the Group Booking Forms and return with your payment to YHA Ltd. It is important to contact us if group numbers change

WHAT TO BRING

All YHA hostels provide pillows, sheets and blankets, however each group member must provide his/her own towel. Please note, Queensland health regulations prevent the use of sleeping bags at our hostels. Towels and other personal belongings are the responsibility of group members

IMPORTANT INFORMATION

YHA hostels are designed for the comfort and convenience of our guests but are primarily a temporary place of residence for independent travellers. For this reason, we ask that all Groups consider the suitability of the services and facilities available to their members. Accommodation is principally offered in multi-share rooms with shared bathroom facilities. Communal areas are available for guests to socialise and meet fellow travellers and therefore a level of noise and activity is to be expected. YHA cannot take responsibility for the actions of hostel guests.

During their stay group participants are asked to observe the following:-

- Your group will not have sole use of the hostel. Please have consideration for other guests.
- A quiet period is to be observed between 10.00pm and 7.00am.
- No food is to be consumed in rooms.
- Adequate supervision must be provided for the group members. One supervising adult per 10 youths aged between 15 and 18 years old. One supervising adult per 6 youths aged 14 years old and under. In the case of male/female groups, a male and a female group leader must be appointed. Group leaders are responsible for the behaviour of group members
- Guests are to maintain the cleanliness of their bedrooms and ensure that the communal areas and servery are left clean and tidy after use, inclusive but not limited to doing their own dishes. This includes after meals both catered and self catered. If these areas are left in an unacceptable condition after use cleaning fees may be incurred
- On departure, group members are required to fold their bed blankets, ensure their rooms are left tidy, return hostel linen and all keys to the office.
- A refundable bond may be charged for sporting groups. This will be refunded pending confirmation of a favourable report from the Hostel Manager after the group's departure.
- The hostel is smoke-free except for the designated smoking area.

PAYMENT

A 25% deposit of the total invoiced amount is required 14 days after making the booking. If your date of arrival is within 6 weeks of making the booking, full payment is required. If payment is not received by the due dates, the booking will be cancelled. Balance of payment is due 4 weeks prior to arrival.

CANCELLATION POLICY

The following REFUNDS will be given should a cancellation occur of the group as a whole or part.

1. Any cancellation made 4 weeks or more prior to arrival date will receive a full refund.
2. Any cancellation made between 2 and 4 weeks prior to arrival date will receive a 50% refund.
3. Any cancellation made within 2 weeks of arrival date will not receive a refund.



BRISBANE CITY YHA Group Membership Form



New # _____

Renewal # _____

Name of Group _____

Organisers' Name _____

Phone (daytime) _____

Mobile Phone _____

Fax _____

Postal Address _____

Email _____

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

NOTE: To use this membership 10 or more members of your group must be travelling together.

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 | | |

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.

Signature: _____ Date: _____

YHA Group Membership New/Renewal Fee Fees include GST, fees subject to change October 1st each year.

- 1 year **\$42** 2 year **\$84** 3 year **\$126**

| | | | |
|---------------------|----------------|-------|---------------|
| YHA USE ONLY | PLEASE CIRCLE: | NEW | RENEWING |
| AMOUNT PAID: | RECEIPT NO.: | | RECEIPTED BY: |
| PAYMENT TYPE: | | DATE: | |
| HOSTEL: | VALID TO: | | |

YHA membership fees are non-refundable.
YHA Australia, Hostelling International and the YHA and HI house and tree logos are registered trademarks of YHA Australia Incorporated.



BRISBANE CITY YHA Group Booking Form



THIS FORM MUST BE RETURNED TO YHA LTD A MINIMUM OF 4 WEEKS PRIOR TO ARRIVAL DATE.

NAME OF GROUP: _____

CONTACT PERSON 1: _____ **MOBILE:** _____

TELEPHONE: _____ **B/H:** _____ **A/H:** _____

CONTACT PERSON 2: _____ **MOBILE:** _____

TELEPHONE: _____ **B/H:** _____ **A/H:** _____

ARRIVAL DATE: _____ **APPROX ARRIVAL TIME:** _____
(Check in time: 3.00pm)

DEPARTURE DATE: _____ **NO. OF NIGHTS:** _____
(Check out time: 10.00am)

REASON FOR STAY _____

GROUP BREAKDOWN:

No. of Male Juniors (under 18) _____

No. of Female Juniors (under 18) _____

No. of Male Adults/Leaders _____

No. of Female Adults/Leaders _____

No. of Male Coach Drivers _____

No. of Female Coach Drivers _____

TOTAL IN GROUP: _____ **Average Age Jnrs:** _____

NAME OF FEMALE LEADERS: _____

NAME OF MALE LEADERS: _____

MOBILE/AFTER HOURS CONTACT DETAILS HAVE BEEN SUPPLIED: Yes _____ No _____

GROUP MEMBERSHIP REQUIRED: Yes _____ No _____

If yes, complete an Application for Group Membership and return with payment to YHA Ltd

If no, please fill in current membership number; _____

CAR PARK SPACE REQUIRED: Yes _____ No _____

Onsite secure parking is available for standard size cars, fees apply.

Please complete this form and send it to:

Groups Coordinator

Brisbane City YHA

392 Upper Roma Street

Brisbane QLD 4000

Telephone: (07) 3236 1004 Fax: (07) 3236 1947

