



# **GROUP INFORMATION PACK**

## **Welcome to Wollongong YHA**



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

### **The Facilities**

Wollongong YHA offers a wide range of facilities that include:

- Communal kitchens
- BBQ Area and Courtyard
- Lounge, TV and internet rooms
- Security Parking
- Lockers in all share rooms

### **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
- 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 available.
- 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.

### **The Accommodation**

- Dorm rooms and private rooms available
- All bedding is provided (linen, sheets, pillows and towels)
- All twin share rooms have en-suite bathrooms. Dorm Rooms share a communal bathroom.
- Please note that due to the layout of rooms, groups may have to be located on different levels of the building.

### **Risk Management**

- YHA is pro-active in taking preventative measures at it's properties to ensure we maintain the highest possible standards in the field of risk management.
- Great emphasis is placed on safety; YHA hostels undergo regular site checks by the maintenance department and the hostel Manager.

- All large YHAs are well equipped for any emergency including fire and comply with all fire legislation requirements. The fire safety systems in place cover fire detection, emergency warning, fire suppression, first attack fire fighting equipment and means of escape.

## Fire safety equipment includes

- Smoke detectors in all bedrooms and common rooms
- Fire evacuation plan
- Fire extinguisher
- Fire hose reels

YHA co-ordinates an annual Fire safety evacuation in which all YHA hostels in NSW participate. The purpose of this is to ensure that all staff are aware of the action to take in the event of a fire and to protect our guests. It also provides us with the chance to ensure that all fire equipment and alarms are working correctly. At this time the Operations department requests information on the last fire safety checks in each hostel.

The security systems at Wollongong YHA include the following:

- Electronic door swipes on all bedroom doors and entrance to the building after hours. Lockers are provided in all dormitory rooms to store valuables.
- Valuable storage is also available behind the counter at reception.
- 24 hour staff presence in building.
- Security cameras

**Public Liability Insurance** Every YHA hostel has current public liability insurance. Wollongong YHA has public liability insurance of \$10 million.

### Nearest Medical Centre

Wollongong Medical Centre  
237-241 Crown Street  
Wollongong 2500  
T: 02 42542600

### Nearest Hospital

Wollongong Hospital  
Loftus St  
Wollongong 2500  
T: 02 42225000



## Group Rates

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

From 1<sup>st</sup> October 2009 to 30<sup>th</sup> September 2010

### Accommodation Only

- 3 x 4-share dormitory room **\$29** per person per night (with shared bathroom)
- 8 x Ensuite Twin room **\$40** per person per night (set of bunks)
- 1 x Family Room **\$86**. (Double bed on bottom, single bunk on top)

There are numerous local restaurants and cafes within walking distance of the hostel for breakfast, lunch and dinner.

## Group Membership

Groups booking accommodation at any YHA must hold a current group membership to be eligible for group rates.

### Benefits

- Special lower member's rates for groups at YHAs across Australia and the world.
- Information from YHA on a regular basis including our Group News newsletter, specially for group leaders
- Access to discount-priced travel services.
- Opportunity to participate as a member of YHA – a not for profit organisation governed by its members.

### How to Join

It is advisable to apply for group membership in your home country if visiting from overseas. Contact us for your local YHA Association details. Group membership only covers persons travelling as part of a registered group (of 10 people or more), not individual travellers.

In Australia group membership costs \$42 and is valid for 12 months worldwide. You can apply for an Australian group membership on the Group Booking Form. Please note your new membership card will be issued on arrival, unless otherwise requested.

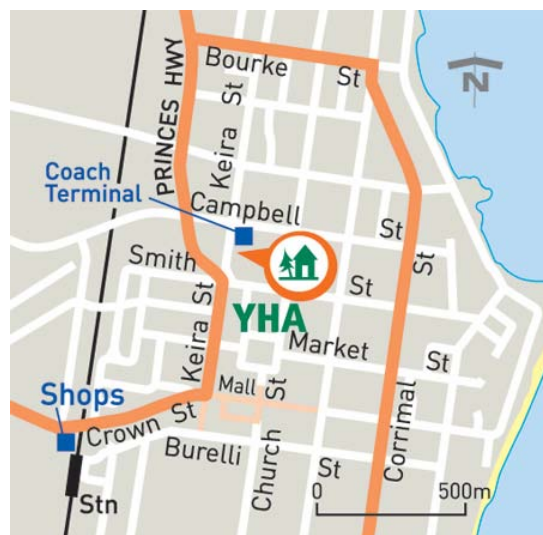
## Location / Transport / Parking

Located at 75-79 Keira St, Wollongong. If driving, please enter via Campbell Street. It is located within easy walk of beaches, shops and restaurants. For directions on how to reach the hostel, please call.

**By Car from Sydney** – 90km

**By Train** – 15 minute walk to the station - 1km from YHA.

**Parking** - Security parking onsite.



## Things to do and see

- Ideal Discovery days at University of Wollongong  
<http://discoverydays.uow.edu.au/>
- Symbio Wildlife Park  
[www.symbiozoo.com.au](http://www.symbiozoo.com.au)
- Jamberoo Recreation Park  
[www.jamberoo.net](http://www.jamberoo.net)
- Illawarra Fly Treetop Walk  
[www.illawarrafly.com](http://www.illawarrafly.com)
- Minnamurra Rainforest  
[http://www.visitnsw.com/town/Jamberoo/Minnamurra Rainforest Centre Budderoo National Park/info.aspx](http://www.visitnsw.com/town/Jamberoo/Minnamurra_Rainforest_Centre_Budderoo_National_Park/info.aspx)

## Important Information

Please relay the necessary information below to your group members.

- Reception is open from 8am to 8pm. There is 24 hour access once you have checked-in.
- Late arrivals after 10pm need to call on the day of arrival to organise a late check-in.
- Check In is from 2pm onwards on the day of arrival.
- Please vacate your room before 10am on the day of departure.
- When vacating the rooms, please leave all linen in the room for the cleaning staff.
- Please bring all keys to reception when you checkout.

## We ask for your Cooperation

To make everyone's stay an enjoyable one, we ask that you read the few simple guidelines listed below.

- Please take time to familiarise yourself and all of your group members with the emergency procedures listed on the back of the door in each room.
- All rooms and corridors are equipped with smoke detectors to ensure your safety, so smoking is restricted to outside the Front Entrance on Keira Street. There is no smoking on the premises whatsoever. Groups setting off a fire alarm as a result of cigarette smoke may be liable for false alarms & costs associated with Fire Brigade attendances.
- No use of candles, sparklers, incense or other naked flames without prior approval of hostel management.
- Alcohol is permitted with meals only – please exercise responsible drinking.
- Most of our communal areas and lounges are open until midnight. We ask you to consider the other guests staying in the hostel and keep noise to a minimum after 10pm and before 8am throughout the hostel and in outside areas.
- It is the group's responsibility to clean up after all activities and meals.
- The persons signed into a room are not to switch rooms without letting reception know first – it is Fire Regulations that we know every person in each room. Keys are coded for each individual so please do not swap.
- Please respect our furnishing and equipment; as you will be held responsible for any damage incurred and will be asked to pay for it.

- When members of a group are not complying with hostel policies or are disrupting other guests, the designated Group Leader may be asked to speak to these members. If the non-compliance or disruption continues, then the members of the group or the whole group may be asked to leave.

**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!

Mary Sparks  
Manager

Phone: (02) 4229 1132

Fax: (02) 4229 1875

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