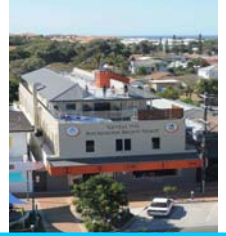




GROUP INFORMATION PACK

Welcome to Yamba YHA



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

The Facilities

Yamba YHA offers a wide range of facilities that include:

- Communal kitchen, dining room and BBQ
- Entertainment deck with swimming pool
- Lounge, TV/DVD, games and reading areas
- Bikes
- Lift and disabled rooms available
- Bus parking
- On site bar and café with internet
- CCTV throughout building with swipe card locks on all doors and on site managers for guest's security and comfort.

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.

The Accommodation

- 4-8 share and private rooms available
- Coach Driver F.O.C.
- 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.
- Lockers in all share rooms

- 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 its 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.

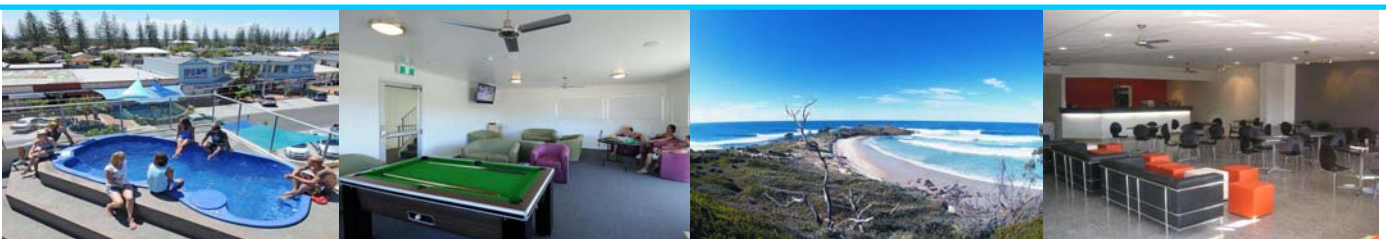
The security systems at Yamba YHA include the following:

- Electronic door swipes on all bedroom doors and bathrooms. 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 inside and out of building

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

Nearest Medical Centre Dr Hope
28 Coldstream Street
Yamba NSW 2464
02 6643 2085

Nearest Hospital Maclean Base Hospital
Union Street
Maclean NSW 2463
02 6640 0111



Group Rates

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

From 1st October 2008 to 30th September 2009

Accommodation Only

- Dormitory room **\$23** per person per night
- Single/Twin/Double room with en-suite **\$70** per night.*

Bed and Breakfast

- Dormitory room **\$28** per person per night
- Single/Twin/Double room with en-suite **\$80** per night.*

Bed, Breakfast and Dinner

- Dormitory room **\$40** per person per night
- Single/Twin/Double room with en-suite **\$104** per night.*

*based on double occupancy

Meals

The on-site Block bar/café provides Breakfast, lunch and Dinner upon request. Please inform us of any special dietary requirements. All meals must be booked in advance and in conjunction with the final payment. Please contact us for Group menus.

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 26 Coldstream St, Yamba. It is located on the main street within easy walk of beaches, shops and restaurants. For directions on how to reach the hostel, please call.

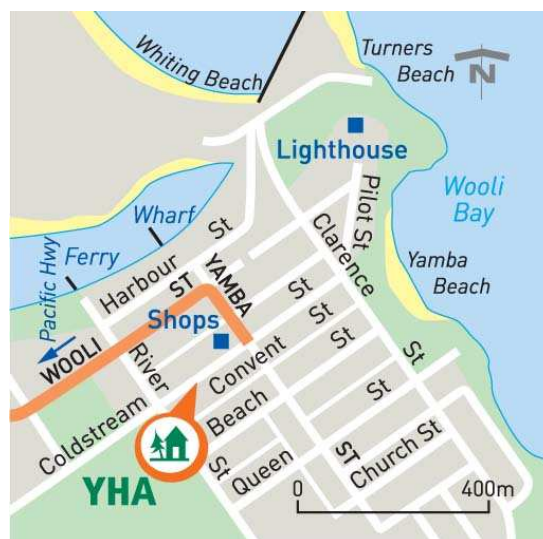
By Bus - 50m to coach stop. Greyhound and Pioneer to Maclean.

By Train - 40 km to South Grafton Station.

By Air - 50 km to South Grafton Airport

By Car - 690 km from Sydney.

Parking - Security parking onsite.



Important Information

Please relay the necessary information below to your group members.

- Reception is open from 8am to 9pm.
- There is 24 hour access once you have checked-in.
- Late arrivals after 9pm need to call on the day of arrival to organise a late check-in.
- Rooms are cleaned between 10am and 12pm.
- Rooms can be occupied from 12pm onwards on the day of arrival.
- Please vacate your room before 10am on the day of departure.
- When vacating the rooms, please remove the sheets and pillowcases from the beds and put them in laundry trolley at base of stairs.
- 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 the outside balcony and patios only. 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 – please exercise responsible drinking.
- Most of our communal areas and lounges are open 24 hours. 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 & 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 furnishings & equipment, as you will be held responsible for any damage incurred & 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!

Shane, Justin and Steve Henwood
Managers

Phone: (02) 6646 3997

Fax: (02) 6646 3991

Email: yamba@yhansw.org.au