

THANKYOU and WELCOME

Thank you for joining us on a retreat at Kiah Ridge Christian Conference Centre.

Like many venues, we understand the opportunities that going away together as a group presents to form intense community and to establish and develop relationships. It is a privilege to be able to partner with you in supporting your time together at Kiah Ridge.

Our bookings team are available to assist you with preparations for your upcoming stay through: answering any questions you may have; aiding in decisions on how best to utilise spaces; capturing specific requests to share with our wider teams; and just being available to bounce ideas and thoughts around.

We trust that this planning pack provides assistance in preparing for your stay with us. It is not intended to replace or discourage conversations directly with our team, rather equip you with essential information that can be referred to as required.

Specifically, this planning pack will assist you in...

Establishing a planning timeline for your booking

Understanding what guests need to bring to the centre for a comfortable and safe stay

Being aware of what equipment is available on site for your use

Understanding how we serve guests with specific dietary needs

Allocating guests to accommodation rooms

Being aware of what activity options are available for your use

Being prepared for the process of arriving/departing the centre

A reminder of our Privacy Policy...

Kiah Ridge will collect and store information you voluntarily provide to enable the implementation of your booking. Information will be provided to staff where necessary. The information collected will only be used for the purposes collected, that is, to ensure the effective implementation of a groups booking with us.

Please understand that specific details regarding your booking will only be discussed with the specific group coordinator(s) or delegated representatives of your group.

If you have any further questions, wish to update information provided to Kiah Ridge (including approved contacts for your booking) please do not hesitate to contact us directly.

02 4683 1111
bookings@kiahridge.org.au

Connect with Jesus, experience His Community.

AN ACTIVITY OF BAPTIST ASSOCIATION NSW & ACT

SUGGESTED PLANNING TIMELINE

- 12 + weeks out...**
 - Promote your retreat, including dates, costs, arrival/departure times, travel arrangements and 'what to bring' list
 - If necessary, arrange a tour of the Centre facilities

- 4 + weeks out...**
 - Collect registrations and payments
 - Hand out any final information to delegates attending the retreat

- 2+ weeks out...**
 - Allocate delegates to accommodation
 - Allocate campers / leaders to adventure activity groups (if applicable)

- 10 Days out...**
 - Confirm with Kiah Ridge final information, including:
 - Numbers attending full time and part time
 - Specific dietary requirements
 - Special requests (equipment, linen, spaces for specific activities etc)
 - Your proposed program and meal times
 - Best person(s) to liaise with during your stay for welcome orientation and variations to your program

- On Arrival**
 - Meet with Kiah Ridge staff for an introduction to the centre
 - Provide a copy of the accommodation list to Kiah Ridge staff
 - Advise of any changes in numbers attending or specific dietary requirements

- Before Departure**
 - Pack-up venue as per directions from Kiah Ridge staff
 - Collect any unclaimed property

- After Your Retreat**
 - Finalise payment of any outstanding accounts
 - Complete the guest feedback survey
 - Confirm details for your next retreat with us

THE ESSENTIALS...

We aim to make your stay at Kiah Ridge as comfortable as possible. Please be aware of the following aspects when packing for your retreat.

Please ensure that all guests bring

- ✓ Sleeping Bag and bottom sheet OR Normal full bedding
- ✓ Pillow Slip (a pillow is provided on each bed)
- ✓ Personal toiletries, including towel
- ✓ Medication
- ✓ Swimming costume and additional towel if you will be using the pool

Please avoid bringing

- ✗ Anything illegal in NSW
- ✗ Alcohol
- ✗ Fireworks
- ✗ Pets
- ✗ Toiletries in glass containers

First Aid

Kiah Ridge encourages all groups to ensure they bring an appropriately stocked First Aid kit and personnel appropriately trained in First Aid. If you require assistance in this area, please contact the centre office.

We ask that all injuries that occur on site at Kiah Ridge are recorded in our official register of injuries. This provides an opportunity to ensure an accurate record is maintained. Staff are available to assist with this recording process.

For Smooth Running of your camp

If you are planning to affix posters or signs, please bring blu-tak for plastered surfaces and masking tape for brickwork to prevent damage to surfaces.

A range of sports equipment is available for you to use. This includes cricket, soccer, tennis, volleyball, footballs, oz-tag with marker cones, and the game of Klopp.

AUDIO VISUAL EQUIPMENT

Kiah Ridge has a great suite of Audio Visual equipment available. There is enough equipment to set up a band, or run a presentation. All you need to bring is your instruments, instrument-specific amplifiers, music stands and a computer. Assorted leads are available for all centre equipment.

The Main Conference Room system comprises:

- ✓ Data projector, with inputs for VGA and HDMI at the front/rear of the Conference Room
- ✓ 16 channel mixer
- ✓ 3.5 audio input at the front and rear of the auditorium
1 x cordless microphone
- ✓ 1 x cordless headset
- ✓ 4 x vocal microphones with stands
- ✓ 2 x DI box
- ✓ 2 x powered fold back wedges

The Dining Room system comprises a cordless microphone and 3.5 audio input.

A portable data projector is available to use with fixed projector screens in our breakout room or Silky Oak meeting room

FOOD SERVICE DURING YOUR STAY

Meals included in your specific booking are indicated on your booking form summarised by the first and last meal listed. A sample menu is available on request, and you are welcome to put forward any special requests or variations.

On a full day, the catered service includes:

- breakfast, lunch and dinner AND morning tea, afternoon tea, supper
- all day access to tea / coffee stations, and our automated coffee machine

Meals times are typically set as follows:

- 8:00 for breakfast, concluding by 8:45
- 12:30 for lunch, concluding by 1:15
- 6:00 for dinner, concluding by 7:00

Groups are asked to provide a limited level of assistance during meal times. Tables may need to be set prior to meals, and it is helpful to have all tables cleared and wiped down at the conclusion of the meal time.

A reminder that final numbers, including dietary requirements should be provided to the centre 10 days prior to the commencement of your booking.

We will strive to accommodate any last minute changes in increased numbers and specific dietary requirements. However, please understand that we may not be able to meet all expectations without sufficient notice.

SPECIFIC DIETARY NEEDS

Kiah Ridge seeks to cater for every guest that attends our centre. We strive to provide a comparable menu and food experience for all dietary needs, however, there may be situations where it is impractical or unsafe to do so.

To assist us in achieving this, we ask that:

- ✓ The guest name, and dietary need (and any helpful notes), are supplied to us at the time of the provision of final numbers.
For example: *John Smith, Gluten Free, "I'm a coeliac, and highly reactive"*
- ✓ Information provided to us regarding dietary needs is done in conjunction with the definitions below:

Vegetarian	Does not eat any meat products including fish.
Vegan	Does not eat any animal products (meat, dairy etc).
No Red Meat	Does not eat any red meat products. Can eat chicken & fish.
Gluten Intolerant	Does not eat gluten in large quantities – avoids where possible. Can tolerate small quantities in cooking.
Dairy Intolerant	Does not eat dairy in large quantities – avoids where possible. Can tolerate small quantities in cooking.
Gluten Free	Does not eat any gluten. This <i>includes</i> small trace elements in sauces, dressings, seasonings and so forth.
Dairy Free	Does not eat any products containing dairy. This <i>includes</i> small trace elements in sauces, dressings, seasonings and so forth.
Nut Intolerant	Does not eat whole nuts. Ingredients labeled 'may contain traces of nuts' are typically consumed.
Nut Free	Does not eat whole nuts. Traces of Nuts MUST be avoided.
Other Complex / Anaphylactic Diets	For needs that are unable to be categorised above, or have a high level of severity including anaphylaxis. A 'specific dietary requirement form' is available to assist guest in providing information to enable appropriate meals to be prepared.



ACCOMMODATION

Please review your booking form to confirm your **allocated accommodation areas**. If you are unsure of how to best utilise the allocated space, or if you need to discuss modifying your allocation, please contact the office directly.

A detailed **accommodation allocation template** is available to assist with allocating guests to specific rooms. Remember, in the event of an emergency, an accurate accommodation list is vital in locating and accounting for all guests.

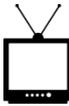
The summary below provides a snapshot of the configuration and capacity of the different accommodation areas. There are two Capacity totals based on whether the double bed sleeps 1 or 2 people. Double beds are to be used for a single person or for couples. (A tri-bunk is a bunk bed with a double on the bottom level, and a single on the top level).

			People per Room	Capacity (double = 1)	Capacity (double = 2)
Waratah 1					
1 room	1 tri-bunk	1 bunk bed shared internal bathroom	3 single 1 double	4	5
Waratah 2					
1 room		1 double bed	1 double	5	6
1 room		2 bunk beds shared internal bathroom	4 singles		
The Pines Units					
8 rooms	1 tri-bunk	3 bunk beds each with en-suite bathroom	1 double 7 singles	64	64
Banksia 1 to 4 (Formerly Dennis, Gordon, Lawson, Paterson) <i>each space with:</i>					
2 rooms	1 tri-bunk	1 bunk bed shared internal 3-way bathroom	1 double 3 singles	32	40
Acacia					
1 room		3 bunks	6		
2 rooms		2 bunks shared internal bathroom (2)	4	14	14
Silky Oak					
1 room		3 bunks	6		
4 rooms		2 bunks Shared internal bathroom (2.5)	4	22	22



MEETING SPACES

Available meeting spaces vary according to your type of booking. If you are unsure of your space allocation, please contact Kiah Ridge staff to confirm and discuss any specific questions you may have.

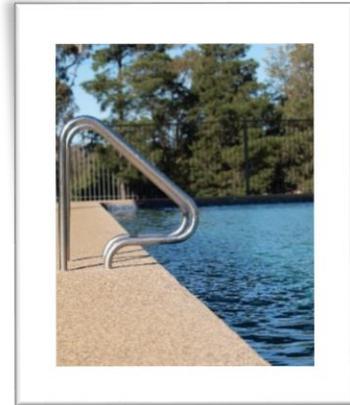
						
<p>Main Conference Room ~160</p> <p>A large capacity air conditioned space with comfortable seating.</p> <p><i>Allocated to primary catered booking</i></p>	✓	✓	✓	✓	✓	✓
<p>Breakout Room ~ 50</p> <p>A partitioned space at one end of the dining room.</p> <p><i>Allocated to second catered booking OR sole occupancy catered booking</i></p>	✓	✓	✓ <i>portable</i>	✓	✓	
<p>Banksia Meeting Spaces (4) ~30</p> <p>Great for discussion groups, seminars or late night hang-out spaces.</p>		✓				✓ <i>portable</i>
<p>Silky Oak Meeting Room ~30</p> <p>A great space for presentations, acoustic music, smaller seminars and discussion groups.</p>		✓	✓ <i>portable</i>			✓ <i>portable</i>
<p>Acacia Lounge ~15</p> <p>An intimate space, great for discussion groups or kicking back and relaxing.</p>						



RECREATION ACTIVITIES

Kiah Ridge has a number of outdoor activities that are available to groups at no charge. Please remember that these spaces may be shared with other groups if sole occupancy has not been booked:

- Large swimming pool (15 x 6M), with shade
- Tennis / basketball courts
- Outdoor volleyball
- Kids playground / fort
- Table tennis
- Outdoor giant chess set
- Bushwalking on or adjacent to centre
- Large oval / playing field
- Maze



A large *campfire circle* is available a brief distance from the main dining and conference room. Please be aware that the use of this activity may be affected by inclement weather, local fire authority advice, or a declared total fire ban. Note that the Bush Fire Danger period typically runs from the 1st of October through to the end of March.

FACILITATED ACTIVITIES

Take the plunge and enhance the power of your camp through instructed activities at Kiah Ridge: encourage problem solving and the use of initiative; identify and strengthen future leaders; and most importantly develop a stronger sense of community.

Activity selections are recommended according to age, ability level and desired outcomes. We strive for a range of activities that promote fun, participation and varying levels of challenge.

A range of activities are available for inclusion in your program:

- Archery
- Orienteering
- Raft Building
- Team Initiative Challenges
- Team Wide Games
- Rock Climbing Wall *
- Laser Tag*
- Bush/nature Walk
- Bush BBQ lunch



Participants typically complete activities in groups of 15 - 25 under the guidance of an Instructor, accompanied by a responsible adult member of your group.

(*Denotes activities provided in partnership with an external organisation.)

ARRIVING / DEPARTING KIAH RIDGE

On arrival...

Arrival and departure times are indicated on your booking form, and are generally fixed as we often have other groups departing prior to your retreat. If you would like to vary these times, please discuss your needs with Kiah Ridge staff.

- ✓ Meet with Kiah Ridge staff for an **introduction to the centre**
- ✓ Provide a copy of the **accommodation list** to Kiah Ridge staff
- ✓ **Collect keys** as required
- ✓ Advise of **any changes in numbers** attending*
- ✓ Advise of any **changes to specific dietary requirements***
- ✓ Provide a copy of your **retreat program** to Kiah Ridge staff
- ✓ Arrange a suitable time for a Kiah Ridge staff member to share **important information with guests**

*As per our booking terms and conditions, reductions to a final invoice are not made for reduced attendance once final numbers have been given. Consideration is always given to those in extenuating circumstances.

Before departing Kiah Ridge...

Prior to leaving the Centre, we ask for co-operation in ensuring that facilities are left in an 'as-found' state. It is advisable to leave time available in your program for guests to vacate rooms and finalise any other pack-up tasks.

- ✓ **Accommodation:** all beds left as found, pillow on each bed, blankets folded on bottom bunk
- ✓ **Dining Room / Large Conference Room:** chairs and tables arranged as found, rubbish placed in bins.
- ✓ **Grounds:** all rubbish picked up and placed into bins.
- ✓ **Keys:** return all issued keys
- ✓ **Finalise Payment / Tentative Re-booking:** Payment can be made via cheque, direct deposit, or Credit card (surcharges apply). For the safety of all parties, cash payments are not accepted unless arranged prior.

Please inform centre staff of damages that occur. Additionally, if you suspect an item is in need of repair or maintenance, please inform centre staff. This assists us in ensuring a well-maintained and safe centre for all guests.

We understand that things break due to wear and tear and that accidents happen. Should there be a need to charge for damage, this will be discussed with the group coordinator prior to invoicing.

LOST PROPERTY

All efforts are made to ensure that any lost property is returned with groups upon departure from the Centre. Any lost property that is found will be held for 2 weeks after the completion of the booking. Arrangements will be made in consultation with the group coordinator for return or disposal.

ASSISTANCE DURING YOUR STAY

Should you need assistance during your stay there are multiple access points:

Approach a centre staff member, usually available at:

The **office** (Monday – Friday)

The **main kitchen / dining area** (if your retreat is catered)

Contact a staff member **by phone on 4683 1111**. This is our office number and is normally answered promptly, and checked regularly for messages.

Approach a staff residence. Please respect these family spaces, attempt to contact a staff member by phone first, and ensure that people approaching staff residences are not alone and appropriately attired.

OTHER RESOURCES AVAILABLE

Tools to assist with your booking...

The primary booking contact will automatically receive a copy of the following document(s) as your booking approaches. At any time you can request a copy from our bookings team to receive them via email.

Directions to Kiah Ridge

A single page of concise directions to the centre are available in PDF format.

Accommodation Allocation Template

A multi-page word document, detailing the accommodation configuration of the centre. Simply there is an available space to enter in a guest name to allocate them to a bed within a room.

The primary booking contact will automatically receive a copy as the booking approaches.

Dietary Requirement Form

A single page PDF form, designed to be distributed to a guest that has more complex dietary needs OR a severe food service related allergy.

The primary booking contact will automatically receive a copy as the booking approaches.

Venue Information and Risk Assessment

A comprehensive document is available providing a summary of pertinent venue information and risk management strategies in place. Additionally a copy of our Insurance certificate of currency can be provided as required.

These documents are available electronically – simply request a copy from our bookings team to receive them via email.

EMERGENCY SERVICES

If you need assistance from an Emergency Service (ambulance / fire / police) Dial 000 directly

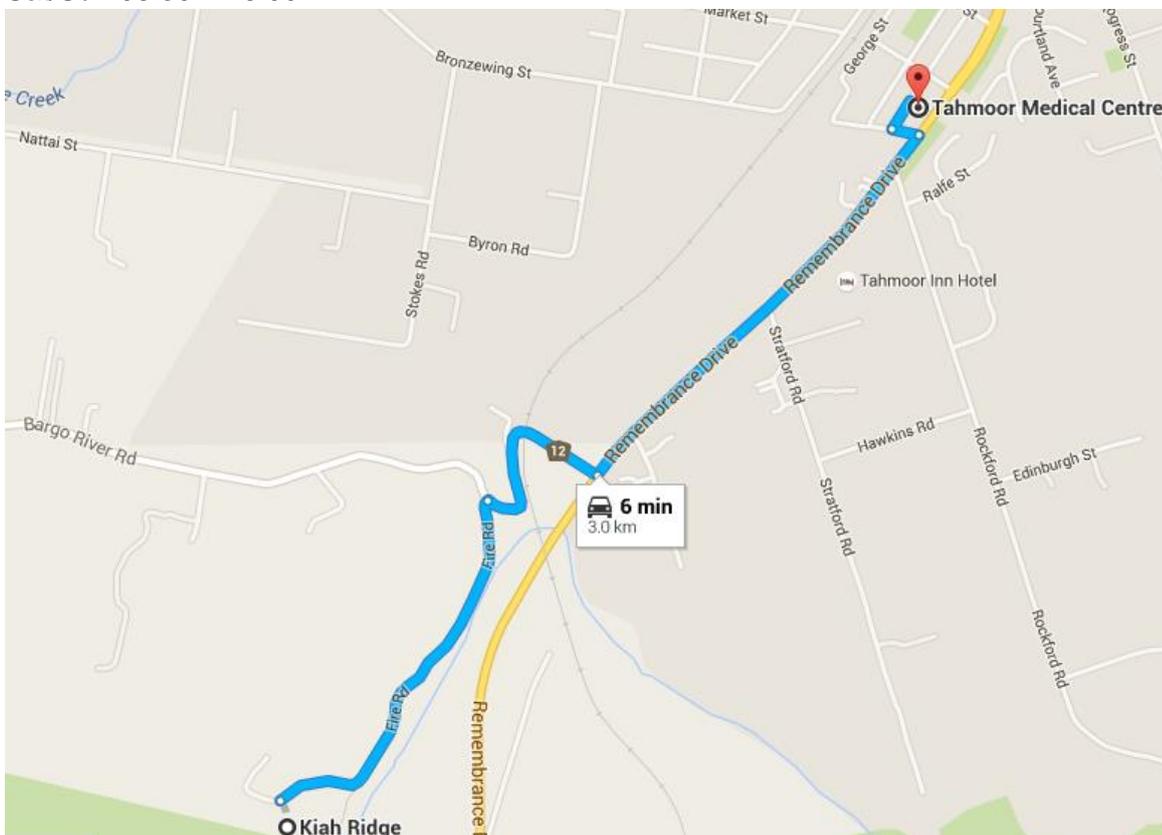
Inform centre staff of the incident and the emergency service contacted so we can provide assistance to emergency services and guests as required.

Any advice given by Centre staff regarding local services is a recommendation based on their proximity to the Centre and advertised services.

The following is a summary of local services and contact details.

MEDICAL CENTRE:

Tahmoor Medical Centre (02) 4683 0800
Shop 10-16 Tahmoor Shopping Village, Remembrance Drive Tahmoor
Mon – Fri 7:30 – 18:00 (Thurs 19:30)
Sat/Sun 08:30 – 16:00



HOSPITALS

Campbelltown Hospital (02) 4634 3000
Therry Rd, Campbelltown NSW 2560

Bowral & District Hospital (02) 4861 0200
Mona Road, Bowral