



School Camp Welcome Pack

Welcome to The Retreat Port Stephens

The aim of this pack is to provide excursion organisers with a clearer understanding of how the facilities, activities and Retreat School programs run as well as how to prepare your students for their stay with us.

We hope that this document is a useful guide that assists you in running a successful camp and having an enjoyable experience at The Retreat Port Stephens.

Please note that linen, doonas and pillows are supplied in all accommodation buildings. All accommodation buildings contain power points where phones /electronic devices can be charged as well as a fully equipped kitchen and lounge room area.

It is up to the discretion of the organiser as to whether students are permitted to bring cameras to camp. These can be charged in power points.

If you have any questions after reading this pack, please feel free to contact one of our friendly team.

We look forward to seeing you soon at The Retreat Port Stephens.

The Retreat Team

Contact details

P: 02 4982 1244

E: bookings@theretreatportstephens.com.au

www.theretreatportstephens.com.au



Organiser Checklist

This checklist is a useful tool for organisers to ensure everything is taken care of prior to camp.

Time Frame	Task	Completed
After booking request	Received quote	
	Confirmed quote via email	
	Received confirmation	
14 days after issue	Paid deposit	
	Received welcome pack	
	Packing list sent home to parents	
	Parents asked for students medical issues and dietary requirements	
	Advise of any Onsite activity requirements for quotation	
	Transport booked and confirmed	
21 days prior to arrival	Catering menus confirmed & emailed to The Retreat including special dietary requirements	
14 days prior to arrival	Final numbers emailed to The Retreat	
	Medical forms emailed to The Retreat	
	Balance invoice received and forwarded to school finance department	
After camp	Feedback form sent back	
	Dates requested for next year's camp	

Students Packing List

Please pack these items separately in a small day pack on day one.

- Swim suit and beach towel
- Sun shirt
- Wide brimmed hat
- Sunscreen
- Filled water bottle (minimum of 600ml)
- Small snack or some change to buy food

Main Luggage – Will not be accessible until arrival at The Retreat

- An additional towel for bathing
- Insect repellent
- Torch and spare batteries
- Toiletries
- Clothing suitable for beach activities (1 pair per day)
- Warm pair of clothes for evenings
- Pyjamas
- Rain jacket
- Thongs and sandals (sandals to be worn on day 1)
- Plastic bag for wet / dirty clothes

Note:

Please ensure all items brought to The Retreat are clearly marked with the individuals name so that we can return lost items easily.

Please do not bring any valuable items to camp as we do not have the facilities to store them safely and will take no responsibility for lost property.



The Retreat Mantra

The Retreats mantra is very simple and when followed ensures everyone at camp has a safe and enjoyable time. It is:

“Look after yourself and your belongings, look after your peers, look after the environment.”

Teachers are encouraged to introduce this concept to students prior to camp. We find if students are encouraged to follow these three simple thoughts, that all other guidelines are easily met and an environment of inclusion, safety and sustainability is fostered. Some elaboration on the points are below:

- Looking after yourself means you have good hygiene, you make sure you have a good night's sleep, and eat good, healthy food to support your body during the activities you will be doing. You will look after your belongings, as having them clean, dry and available to you will keep you safe, warm, un-burnt and happy.
- Looking after your peers means helping those you see struggling with aspects of camp and realising that not everyone finds everything as easy as you do. This means not talking about people behind their backs, making only positive comments and standing up for anyone who may be suffering at the hand of others.
- Looking after the environment means being conscious of the world around us, including Castaways and Moreton Island. Keep your personal environment clean, and be conscious of how much water and electricity you use. Never leave litter anywhere except the rubbish bin.



General obligations of students and teachers

Everyone must:

- Comply with the Terms and Conditions, Rules and all instructions from the Manager, caretakers and security services during their stay;
- Respect the residential amenity and security of the Retreat and other guests or neighbours;
- Refrain from anti-social behaviour and not create noise which is excessive or offensive to other guests or neighbours at any time, especially between 10pm and 8am;
- Notify the Manager of any damages, breakages, disputes or complaints as soon as is practicable.

ACCOMMODATION, DECK AND BALCONY AREAS

Guests must:

- Keep the deck and/or balcony area attached to their accommodation clean and tidy at all times;
- Keep noise to a minimum after 10pm so as not to disturb other guests or neighbours; and
- Close all windows and doors to their accommodation when absent from the Retreat so as to maintain security and prevent the possibility of rain and water damage.

OTHER GUIDELINES

- Students are not to have cigarettes, alcohol or drugs on them at any time
- Smoking is not permitted at any time by students
- Smoking is not permitted inside any of the accommodation houses at any time
- No alcohol consumption is permitted at any time during the camp
- Graffiti and malicious damage of any kind will incur a penalty of \$200 or cost of repair
- Fire extinguishers are to be used only for fires. Unnecessary use will incur a penalty of \$200.

COMMON AREAS

- The swimming pool area, games room, BBQ areas and camp fire areas are for the use of all Guests.

Guests must:

- Keep all common areas, including the swimming pool area, BBQ areas and camp fire areas clean and tidy at all times;
- Clean the BBQ and surrounding area after use;
- Keep noise to a minimum after 10pm so as not to disturb other guests or neighbours;
- Not use the swimming pool area, games room, BBQ areas and camp fire areas between the hours of 10pm and 8.00am so as to avoid any disturbance to other Guests or neighbours; and
- Ensure that no glassware is taken into the swimming pool area at any time.

GARBAGE AND RECYCLING

Guests must:

- Dispose of garbage and recycling waste in accordance with the usual practice at the Retreat and utilise the allocated bins throughout the Retreat; and
- Not leave rubbish in public areas or common areas.

The Retreat Park Layout

SAND DUNES



NELSON BAY ROAD ▶



Contact us

The Retreat Port Stephens
4302 Nelson Bay Road,
Anna Bay NSW 2316

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Find us on Facebook and Twitter:

[facebook.com/theretreatportstephens](https://www.facebook.com/theretreatportstephens)

twitter.com/theretreatps

How to find us:

Our entrance is on the South Bound Lane between the two Anna Bay roundabouts.

Proximity:

Sydney 2.5 hrs, Newcastle 45 mins,

Williamtown Airport 20 mins, Nelson Bay 8 mins



◀ To Newcastle

Arriving at The Retreat

Once at The Retreat, students will be given an orientation and safety briefing which explains our guidelines and basic information required.

Drinking Water: it is advised that you don't drink water from the taps, this is bore water and can be unpleasant to taste. Though not dangerous it may disrupt the more sensitive tummies. Filtered water dispensers are located in each accommodation house and this is best used for consumption

Showers: Students are restricted to 3 minute showers for environmental purposes.

Bathrooms: shower/toilet blocks are located inside the accommodation houses.

Emergency Evacuation Points: Please refer to the map

Located inside each building behind the front door. Students will be shown where the Evacuation point is during the orientation and notified of what to do in an emergency.

Other Guests: The Retreat premises is not exclusively reserved for school groups unless the whole property has been reserved. We ask that groups are considerate of other guests who may be using the facilities and keep all noise to a reasonable level. All noise must cease at 10pm.

Accommodation: Students are asked to keep rooms clean and tidy. Students are responsible for removing all rubbish from the rooms at the end of camp, and giving the floors a sweep. Any damages must be reported to the camp coordinator as soon as possible.

Meal Times

- Dietary preferences **MUST** be provided at least 21 days prior to departure.
- Students **MUST** wear footwear (sandshoes or thongs) in the dining area.
- Disposable plates and cutlery must be placed in bins provided after each meal.
- Teachers are asked to prepare a roster for light cleaning of the dining area to include wiping all tables and sweeping if necessary. In some cases the itinerary may only allow for a quick table wipe at lunch time.
- Teachers or students (with teacher permission) will be asked to help serve the other students at meal times. This can be added to the roster system if preferred.



School Camp Booking Policy

- 50% deposit is required to confirm a booking. Direct deposits, NSW Government cheques or credit cards for payments
- For bookings made within 21 days of arrival we require full payment for bookings.
- Balance of payment for accommodation is required 21 prior to arrival date. Final total student, staff, bus drivers and helpers numbers are required at this time and need to be paid for. No changes after this time
- Special School rates are only available Sunday – Thursday nights
- Any day visitors must go to office before entering the property.
- The management endeavours to hold the site or accommodations booked, however, reserve the right to transfer a booking should the occasion arise. We will however ensure that student safety is first in mind.

School Catering Bookings

- All school catering bookings need to be advised at time of booking.
- Catering bookings need to be made at least 4 weeks prior to arrival and is only possible if the caterer is available.
- Menu selection to be advised as soon as possible and no catering bookings are confirmed without a 50% deposit.
- Final total guest numbers for catering need to be advised 3 weeks prior to arrival with balance payment due at this time.
- All dietary and special requirements for catering to be advised 3 weeks prior to arrival via email correspondence.
- If balance payment for catering has not been received less than 3 weeks prior to arrival then you may forfeit the deposit which has been made.

Cancellation Policy School Camps

Refunds on deposits less a cancellation fee of \$200 per group building and \$50 per Cabin or Bungalow are only possible if:

- If cancellations are made in writing or email more than 16 weeks prior to arrival date
- If property can be rebooked for the full period for the full Tariff.
- Cancellation less than 21 days prior to arrival nil refund
- Cancellations due to Exceptional circumstances will be dealt with case by case.



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