

PVOC Booking Policy

OVERVIEW

The declared aims of the PVOC Trust make provision for an outdoor educational experience for schools, church groups, youth groups such as Girl Guides and Scouts and community groups. In recent years the Trustees have made the camp available for a wide range of users that include family groups, sports clubs and from time to time the Centre has been used as a wedding venue. This document is in order to provide a clear policy for both hirers and the PVOC caretakers

COVID 19

The PVOC will comply with all government requirements for the safe management of COVID 19. This may require the hirer to meet the requirements for vaccine management. The responsibility for the vaccine status of all members of groups is with the Hirer.

BOOKINGS

Booking requests are initiated via the PVOC website and email queries for bookings are responded to by the Camp caretaker. Hirers can request the dates of their choice by looking at the booking calendar for availability. The caretaker will block out the dates on the booking calendar pending payment of the deposit.

DEPOSIT TO SECURE BOOKING

Once the dates of the hire are known the Hirer must make a deposit of \$200 within 7 days to secure the booking. If the deposit is not paid within the 7 days the booking will lapse and the dates will become available again.

CAMP HIRE

School Groups.

The PVOC is primarily geared towards school camps and priority will be given to school groups and similar educational providers. These groups provide the basis of the income for the camp and wherever possible will be prioritised. This includes pre-school groups and bookings from other education entities.

Sports Groups and Clubs

Bookings from sports groups or clubs may require proof of "Bona Fide" status. The request for proof of Bona Fide status shall be made by the caretaker. Repeat hires from reputable past users such as (for example) Marlborough Orienteering Club, the Marlborough Four Wheel Drive Club, the Weavers and Spinners and Church groups can be accepted without further verification of their Bona Fide status.

Government, Voluntary and Service Organisations

Organisations such as Department of Conservation, Search and Rescue and Royal New Zealand Air Force are able to book and use the PVOC without restriction.

Family Groups and Individual Hires

There are several local family groups that are regular and reputable users of the PVOC. Repeat bookings from known groups and individuals with a reputable history of payments and respect for the camp can be taken without further checks by the PVOC caretaker.

Family Groups and Individual Hires

Bookings from “new” user groups and individuals will be subject to proof of veracity. The booking can be accepted on proviso of proof that the booking will not damage the reputation or infrastructure of the camp. Verification of the booking request may involve any or all of the following;

- -A check on social media that outwardly the potential hirer is a fit and suitable person.
- -A second person or referee that will vouch for the hirer.
- -Contacting PVOC Trustee members to see if they have knowledge of suitability of the potential hirer.
- A further request from hirer for information on intent
- -Contacting NZ Police to see if they have any relevant information as to the hirers’ suitability.

Weddings/Birthday Parties and Family Reunions

The PVOC is primarily an outdoor education facility for youth but has recently gained popularity as a “party” venue. These activities are not within the mission statement of the PVOC. Large crowds of hirers by their nature stress our infrastructure (septic and water supply systems) and create additional wear and tear on the facilities.

Requests for hire for Weddings or Family Reunion events must be referred by the caretaker to the Trustees for assessment prior to any bookings being accepted.

No parties without prior approval of the trustees

CANCELLATION POLICY

From time-to-time groups do request their bookings be cancelled. This presents some issues for the PVOC as other potential bookings cannot be accepted as we do not currently operate a “waiting list” for Bookings

If the cancellation is made more than 30 days in advance the PVOC will refund the deposit in full.

If the cancellation is made between 15 and 30 days prior to the intended hire then 50 % of the deposit will be refunded.*

For cancellations made less than 15 days of the intended booking, no refund will be issued.*

NOTE: * The asterisk denotes that in specific circumstances, and at the discretion of the Trust, the deposit may be refunded in full if the camp can be re-hired for the period of the cancelled booking or for other extenuating circumstances. (eg Covid lockdowns)

The exception to the Refund policy is that refunds to school groups can be made at any time if requested. Ideally any deposits from Schools should be held over for their next booking.

DEBT RECOVERY

From time-to-time groups do not fulfil their responsibilities for full and complete payments for hireage or payment for breakages. In cases of any fees being outstanding for more than one month, the details shall be passed to PVOC Chair for follow up and collection.

The PVOC reserves the right to forward outstanding debts to a debt collection agency.

Non-payment of any outstanding monies will forfeit the hirer the right to make future bookings at PVOC The details of any such list will be held by the PVOC secretary.