

Conditions of Entry and Code of Conduct

CONDITIONS OF ENTRY

Entry to Kryal Castle is subject to the following conditions:

1. Education Groups will have the required number of supervising teachers/adults with the group as specified by the Victorian Department of Education and Training: A minimum of 2 staff must accompany education groups on all Kryal Castle visits with a 1:20 staff-child ratio required for day visits and a 1:10 staff-child ratio for camps. For more information please head to <https://www2.education.vic.gov.au/pal/excursions/guidance/supervision>
2. For the comfort and safety of your group and other visitors to Kryal Castle, it is essential that the teachers and adults accompanying the group supervise children at all times during their visit.
3. At least one adult member of the visiting group will provide a mobile phone number which will be on throughout the visit in case contact with the group is required.
4. Education Groups will be familiar with, and abide by, the requirements of the Code of Conduct and Safety Information for education groups visiting Kryal Castle. The Code and Safety Information is included in this form and is available on our website.
5. Education Groups are responsible for first aid including the provision of qualified first aid staff and first aid equipment.
6. Education Groups will familiarise themselves with Emergency Procedures and assembly areas. The Emergency Procedures are outlined on our website and can also be found onsite or emailed at your request.

CANCELLATIONS

DAY VISITS:

Cancellations made less than 5 business days before the activity will be liable for a fee of \$5 per participant. Cancellations made less than two business days before the activity will be liable for the full cost of the program.

CAMPS:

Cancellations made less than 28 business days before the activity will be liable for a fee of 50% of their total invoice. Cancellations made less than 14 business days before the activity will be liable for the full cost of the program.

ESTIMATED NUMBERS VS. ACTUAL NUMBERS

DAY VISITS AND CAMPS:

If actual numbers fall by more than 10 participants from the original estimated numbers, and Kryal Castle isn't notified at a minimum of 14 days prior to the scheduled visit, the group will be charged the full amount for estimated numbers.

PAYMENT

DAY VISITS AND CAMPS:

25% of the estimated booking amount is required to be paid within 28 days of receiving the invoice to secure the booking. The remaining 75% balance is required within 14 days after your visit based on final numbers in accordance with our Estimated vs. Actual Numbers terms and conditions.

DIETARY AND ALLERGIES

Dietary or allergy conditions must be disclosed to Kryal Castle 14 days prior to your visit to ensure safety and wellbeing of all participants. This is essential to allow lunch orders and meals to be procured and prepared for your visit.

Dietary requirements received after 14 days, may be unable to be catered for.

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CODE OF CONDUCT

This Code of Conduct is a framework of values and behaviours for ensuring a safe, enjoyable and satisfying visit to Kryal Castle's Medieval Adventure Park and BIG4.

This Code of Conduct is built on the following guiding principles:

Kryal Castle acknowledges that a safe, orderly, and secure environment is critical in meeting the learning needs of participants.

Kryal Castle recognises the importance of involving participants in active learning experiences in an environment that promotes and supports effective independent and social learning. All Kryal Castle staff and visitors (including the public, visiting students, teachers and parents) have the right:


- to be safe from physical, verbal, and emotional abuse
- to enjoy Kryal Castle free from interference and bullying of any sort
- to be treated with respect and courtesy
- to expect that their property will be treated with respect.

Kryal Castle staff and volunteers will:

- respect the person and property of visiting education groups, and behave towards them with professionalism, courtesy and helpfulness always.

Visiting supervising teachers and adults are responsible for:

- ensuring they always maintain close supervision of the participants in their care and role model the appropriate behaviours
- providing qualified first aid staff and equipment for your group
- ensuring they are contactable by Kryal Castle staff throughout their visit by providing a contact name and mobile phone number, and that the mobile phone is on during the visit
- communicating this Code of Conduct to all participants in their care and accompanying adults, and ensuring it is respected
- encouraging participants to take responsibility for their behaviour
- reading Kryal Castle's safety information and following and communicating the instructions outlined.



Visiting participants are responsible for:

- moving around Kryal Castle in a manner ensuring their own safety and the safety of others
- ensuring personal safety and the safety of others when near Kryal Castle animals
- ensuring personal safety and the safety of others in the handling of Kryal Castle bows and arrows, LARP weapons and siege machinery
- respecting Kryal Castle's property and the property of others. Any damage to property will be charged to the group or individual at Kryal Castle's discretion
- obeying the lawful instructions of Kryal Castle staff
- treating others with respect and courtesy
- refraining from aggressive or bullying behaviours
- follow the instructions outlined in Kryal Castle's safety information
- resolving problems calmly and sensibly, or by seeking assistance from supervising teachers
- enjoying the Kryal Castle experience as much as possible and allowing others to do the same.

Persons who breach this code may be directed to leave Kryal Castle.

Visiting education groups will be responsible for supervising anyone directed to leave.

No refund will be made. We thank you in anticipation of your support.