

The Minden Retreat Function Organizers Handbook

Information relating to the hire of Minden Retreat.

Accommodation

**Up in Bawden Lodge (the top building) (Motel style accommodation)*

Room # 1 – double bed only and ensuite – sleeps up to two people

Rooms # 2 & # 9 - Double bed and two sets of bunks with ensuite – sleeps up to six people

Rooms # 3 & # 4 - Double bed and one set of bunks with ensuite – sleeps up to four people

Rooms # 5, # 6 & # 7 - Double bed and two sets of bunks - sleeps up to six people (No ensuite)

Room # 8 - Double bed and one set of bunks – sleeps up to four people (No ensuite)

This building can sleep up to 44 people, however when the double beds are used as a single bed this will reduce numbers.

In this building bedding and towels are supplied.

This building is serviced by Minden Retreat personal prior to and after your departure.

**In the lower accommodation building closest to the dam.*

We can accommodate up to 46 persons,

There are 5 rooms which sleep 8 single people in bunk beds, and 1 room which sleeps 6 single people in bunk beds.

In this building there is no linen, pillows or towels supplied, although mattresses are provided. You will need to advise your guests being accommodated here to bring their own bedding. Bathrooms are attached to the building but not in it.

We ask that you leave this building as you find it – remove all rubbish to the large industrial bin, and please sweep the building. After your departure Minden Retreat personal will service the bathroom area.

**Organising your guests accommodation*

Guests at functions here continuously ring us asking that we allocate rooms to them. This is your responsibility. Our best advice is that you appoint an “accommodation manager”.

This allows your wishes as to who goes where to be achieved, and it also appoints someone who can ask for an accommodation fee, if this is what you wish. At 99% of weddings, guests have to find and pay for their own accommodation, which is often expensive.

Fifty people prepared to pay \$30 per night for two night's accommodation will enable you to have effectively, free use of our venue. By having an “accommodation manager”

your guests will be happy to pay, say \$30 per night, instead of \$50 to \$100, and you avoid the embarrassment of allocating rooms and collecting payments.

Barbecue

A barbecue and gas are provided for your use in the sheltered area outside “The Trading Post” Instructions are located near the barbecue.

Bookings

Once you have decided on a date, Minden Retreat can make a tentative booking for you, this tentative booking will only be held for seven (7) days without payment of a deposit, after that the dates become re-available. To confirm a booking a deposit of 50% of the full quoted price must be paid.

Bond

As of January 1st 2014 all groups using Minden Retreat will be required to pay a bond, this bond is to be paid by bank transfer no later than 7 working days before arrival and it will be refunded back into your nominated bank account within 7 working days after your departure, providing there is no missing or broken items, damage to property or grounds, and the venue is left in a clean and tidy state in the condition it was on arrival. If there are any chargers to be taken from the bond the Caretaker will notify you and also send you an invoice, any amounts for damages and cleaning above the amount of the bond, will need to be paid within 7 working days of the invoice. The person/s signing the booking contract is responsible to see this account is paid in full and is liable for any costs incurred by Minden Retreat and its appointed in recovering these costs, including legal and court fees.

Breakages

Minden Retreat is to be reimbursed for breakages above \$10 in value.

Cancellation or Change of dates

Our cancellation policy is to give no refunds of deposits within 3 months of the original date for which the function was booked. We only refund 25% of deposits within 6 months from date of functions, 50% of deposits for cancellations 6 months to 12 months from the date of functions. and 75% of deposits for cancellations over 12 months from the date of functions.

Sometimes you may be able to arrange with us to change the date for your function. If you do change your booking, the forfeiture of your deposit will be calculated on the basis of the date of your original booking, *or your new booking*, which ever comes first.

Chapel

How many will the chapel seat? The way the pews are arranged it will seat 84 with 6 to a pew. However the pews are generously spaced and can be moved so as to leave room for 2 rows of chairs at the back so that 100 seated is doable. We’ve seen 130 done but it was very friendly.

Check in and Check out times

Normal times in and out are 2 pm and 10 am respectively for the rooms & other venue facilities.

Other times can be arranged at the time of booking, or otherwise only if well in advance of arrival. A fee may apply.

Cleaning

Minden Retreat services the Bawden Lodge rooms at the end of your stay. All other facilities, Chapel, hall, kitchen, dormitories etc. and grounds are to be left as they are found.

- (1) Hired decorations will need to come down very early on the morning of your departure. Hire companies will expect you to disassemble their wares such as tables and you will need to stack them outside for pick-up and also to have them out of the way for cleaning the hall. Chair covers will need to be removed using one as a bag for 12-20 others. Again, leave them in a sheltered area outside. Drapes can also be bagged in this way, as can other sundry hired decorations if they come from the same hire company.
- (2) When cleaning up, chairs should be inspected for cleanliness and wiped down before stacking. The white ones are stacked in 8 stacks of 15 in the back left hand corner of the hall. The burgundy chairs are to be returned to the area above the stairs. The blue chairs are stacked in the back of the "Trading Post" servery.
- (3) Tables should be cleaned down (spilt drinks etc) and stacked on the trolley (or trolleys) provided. Only move the trolley using the handle as the tables are too slippery and push off.
- (4) Brooms, mops and mop buckets are kept in the laundry at the back of the kitchen. The hall will need to be swept and then mopped.
- (5) Don't forget the Chapel. It will need a sweep.
- (6) The kitchen:

Coolroom	- Any spillages on walls/shelves cleaned up.
	- Floor mopped with hot water and disinfectant.
Ovens/Stove	- Cleaned inside & out if used. (Inc. sliding drawer under stovetop)
Dishwasher	- Drained and cleaned and baskets away.
Benchtops	- Cleared and cleaned.
Floor	- Swept and Mopped (Hot water and detergent).

A full cleaning service is offered by Minden Retreat with an "everybody walks out and we do it all" policy. This service will cost \$750.00 and needs to be booked and paid for well in advance. For more details, please talk to the Caretaker.

All hirers of our venue should be aware that if we find we need to do cleaning beyond normal or reasonable expectations after your stay, this could incur a cleaning fee.

Rubbish

All rubbish is to be placed in the large industrial bin located near the white picket fence at the office end of the main hall. Your hire fee covers the removal of approximately 4 wheelie bins, above that a fee may be charged for an extra bin pickup or you may take it to the tip yourself.

Deliveries and Pickups

We do ask that where possible you arrange for deliveries and pickups to take place inside your venue hire period, and someone from your group is on hand to sign for the goods. Minden Retreat takes no responsibility for personal items or hired equipment.

If you can't comply with this request you will need to make prior arrangements with us, for all items. You will need to advise all hiring companies of the deadline for pickups.

We will not be able to relax the rules about deliveries and pickups until the event is only 30 days or less away. Outside of this timeframe we hold ourselves open for bookings at adjacent times.

Lights

Directions about lighting for the main hall and surrounding grounds, are to be found on the front of the brown switch box on the wall in the hall near the kitchen. However they are no use there until they are read. This is important because if the main hall lights are switched on and off incorrectly you will find yourself in the dark and needing to find and reset the throw out switch. The light switch labelled "***Pathway flood light***" inside the brown meter box will be needed to light the stairs and path between the hall and the motel style accommodation.

Main Hall

****The Chairs***

How many chairs do we have? We have 120 white chairs suitable for chair covers, 15 burgundy high backed upholstered dining chairs also suitable for chair covers (though different ones to those which fit the white ones), and also another 45 blue chairs suitable for children which can be covered.

****The Tables***

We have 30 Oblong trestle tables which sit up to 8 persons at each, and their size is 1830mm Long x 760mm Wide x 740mm High. Tables can be placed adjacently to give 15 tables 1830mm long x 1520 wide. Table cloths will need to be organized appropriately.

Most forgotten items

When we are present in our offices during function preparations, we are invariably asked "Could we please borrow your sticky tape?" Be warned. Nobody seems to bring enough.

Noise Levels

We have quite a liberal policy towards noise levels. ***However***, we do have neighbours, so we do ask that you limit the volume of noise after 11.30pm. Music is fine after 11.30pm, but at full volume you will be disturbing others.

Payments

You may make payments, either by cash, bank cheque, money order, or direct deposit into Minden Retreats account. (Details below)

If paying by cheque or money order please make them payable to “Minden Retreat”.

When depositing into our account please ensure that your payment is identified with your name as a reference. Proof of your payment **must** be emailed, (mindenretreat@bigpond.com) or posted, (25 Boughens Rd Minden, Qld 4311) to us before your booking is secured. About half of the direct deposits we receive we can NOT identify. Until you have provided a written copy of your deposit receipt to us, we reserve the right to give your booking to another party, because we will be unaware of your payment.

Name of Account: Minden Retreat

Bank: ANZ

Branch: 44 Railway Street Gatton

BSB: 014 589

Account #: 1853 62947

*It is the policy of Minden Retreat to have all accounts settled prior to the commencement of your event, in the event of an account having to be issued after your event, whether it's for cleaning or breakages or unpaid venue fees, this account is to be settled within seven days of you receiving the account, accounts 30 days and older may incur a account keeping fee. It should also be noted that any account that isn't paid and results in debit collection or legal action, **the cost's of this process will be passed on to you.***

Pets

Minden Retreat has a No Pets policy.