



the **Y** **OUTDOORS** EVENTS AND CONFERENCES

2023 - 2024 Season

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www.ycentral.nz


THE DUKE OF EDINBURGH'S
INTERNATIONAL AWARD
AOTEAROA NEW ZEALAND | HILLARY AWARD

OutdoorsMark



Safety Audit
CERTIFIED

Adventure Activities

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Welcome

Welcome to Y Outdoors. This booklet will take you through the whole organisation process to help you create your perfect event at Y Outdoors. Please read on to discover what we can offer you and your group.



Booking Timeline

BOOKINGS FORM

- Step one to attending any Y Outdoors Program is filling out our Booking Form.
- This form outlines important information about your group, the activities you are interested in doing and your preferred dates of attendance.

PAPERWORK

- If you are booking activities and/or catering, we require everyone coming onsite to complete and medical consent form.
- After we have received your deposit invoice you will gain access to your 'Event Folder'. This has various paperwork and information pertaining to your groups booking such as: medical consent form, cabin lists, activity rosters and more.



DEPOSIT INVOICE

- Once we have received your Booking Form, we will invoice you for 20% of your total booking cost.
- Once this has been paid, we will lock in your booking and from this point onwards you are booked in and coming to camp.

FINAL PAYMENT AND DETAILS

- 3 weeks out you will receive your final invoice (based on google form numbers) with balance due within 7 days.
- At this stage we need all paperwork to be finalised. This includes: activity groups filled in, cabin lists created and medical consent forms completed for anyone attending your event.



PROGRAM DESIGN

- Should you choose to have instructor led activities at your event, you will need to book these more than three weeks before your event.
- We take program design very seriously and our Outdoor Education team will help tailor an event program that suits your group and any desired outcomes.

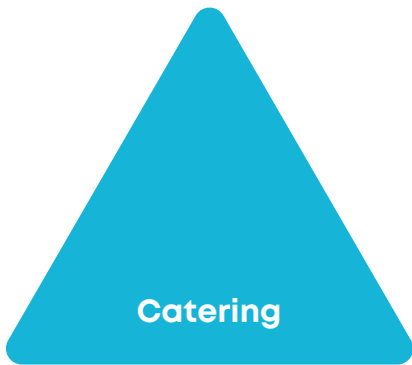
CAMP DETAILS

- 1 week before your program you will receive a phone call from us, checking in and answering any final questions you might have.
- Upon arrival, a Y Outdoors staff member will brief you to cover site specific safety for your stay.
- If applicable, any additional invoices will be sent.

Packages



We have cabin style accommodation available for up to 220 people. Our cabins are fitted with mattresses, but we ask that guests bring their own linen/sleeping bag and pillow. Charges include access to accommodation (including power and cleaning materials), ablutions (including hand soap and toilet paper), outdoor showers, access to gas BBQ, and outdoor campfire areas.



We understand that food is a huge part of life, and that's why we strive to provide fresh, nutritious and delicious food as part of the various products we offer. Our chef and catering team have years of experience, and are accustomed to providing great food to anyone - regardless of dietary requirements. We try to source our produce locally, and KOEC aims to be 100% nut free. Our Catering and Events Coordinator is available to discuss any dietary concerns you have, and is an expert at putting together menus that will suit all.



The facilitation of outdoor activities by a member of our instructional team is a great addition to your conference or event. We charge at a minimum of 3 activities for 10 people.

Pricing



ACCOMMODATION

Per person, per night _____ \$25



CATERING (see following page for further details)

24 Hour Traditional Camp Menu _____ \$40 pp

Event Menu _____ \$40 pp

Event Menu Plus _____ \$50 pp

Extra Meals (catered meals outside of above packages)

▶ Breakfast \$12

▶ Afternoon Tea \$6

▶ Morning Tea \$6

▶ Dinner and Dessert from \$24

▶ Lunch \$16

Traditional Camp Menu

Self-Catering \$5.00 pp
(minimum charge of \$200 per day or part thereof) per day

PLEASE NOTE: Due to our Food Control Plan our Main kitchen is no longer available for self-catering purposes, we have a separate self-catering kitchen located in Pakurati Hall. This kitchen can service approximately 80 people.



FACILITIES

Camp Kaitoke

Conference Room _____ \$120.00 per day

Gymnasium _____ \$150.00 per day

Tararua Room _____ \$80.00 per day

Camp Raukawa

Hui Room _____ \$100.00 per day

Kitchen and Dining Hall _____ \$200.00 per day



OUTDOOR ACTIVITIES (refer to Activity Guide on website for activity options)

Three activities for up to 10 people _____ \$500.00

PLEASE NOTE: Exclusive use of KOEC/RAC facilities will cost people minimum, 110 people (conditions apply).

Menus

TRADITIONAL CAMP MENU (24hour - \$40pp)	
Breakfast	Cereal, Toast, Spaghetti or Baked Beans, Hash Browns, Sausages
Morning Tea	Biscuits or Muffins, Seasonal Fruit
Lunch	Wraps, or Seasonal Soup with Bread, or BBQ
Afternoon Tea	Slice or Muffins, Seasonal Fruit
Dinner	Roast Meat and Vegetables, or Macaroni Cheese with bacon, or Nachos, or Curry, or Spaghetti Bolognese
Dessert	Fruit Salad and Ice Cream, or Ice Cream Sundaes, or Chocolate Mousse

EVENT MENU (Dinner Service only - \$40pp)	
Dinner	Entrée: Sliders, Samosa, Curry puffs, Sausage rolls Main: Roast chicken, Seasonal roasted or steamed vegetables, Mediterranean Salad, Vegetarian Curry with rice
Dessert	Seasonal fruit with fresh cream/ice cream, Lemon Tart with fresh cream
Supper	Cheeseboard

EVENT MENU PLUS (Dinner Service only - \$50pp)	
Dinner	Entrée: Arancini, Sliders (Falafel and Beef), Mini wrap's, Stuffed Peppers, Asparagus wrapped in parma ham, Pizza (mixed), Bocconcini Main: Fish, Roast Beef, Seasonal Roast Vegetables, Mediterranean Salad
Dessert	Fresh Fruit Salad with fresh whipped cream, Lemon Tart, Ice Cream
Supper	Antipasto platter, Crackers and Pate, Cheeseboard

If you have menu requirements or enquiries that differ from the above menus, please contact our Catering Coordinator, as custom menus can be designed where possible, and will be priced accordingly.

Terms and Conditions

DEPOSIT

Y Outdoors requires a deposit of 20% of your estimated booking cost within 30 days of making your reservation/pencil booking. Deposits are non-transferrable and will be applied by Y Outdoors towards the total charge. Details will be sent to you when payment is required.

REMAINING BALANCE

You will be sent an invoice for the remaining balance of the total charge three weeks prior to your Y Outdoors programme, which is due within 7 working days.

CHANGE IN GROUP NUMBERS

We cannot guarantee staffing your programme to our designated ratios when there are significant changes to your group numbers with short notice. Therefore, group numbers must be confirmed three weeks prior to your event, and your invoice will reflect these numbers.

Any changes to your group numbers within said three weeks prior to your booking will incur an administration fee of \$150. We do stress that if the numbers increase within the three weeks prior to your booking we cannot guarantee offering the original programme outlined. A reduction in numbers in the final three weeks will again incur the administration fee, plus you will be invoiced for the group numbers previously agreed to.

ADDITIONAL COSTS

Y Outdoors reserves the right to make additional charges that may include:

- **Cleaning charges:** In the case that our facilities are not left clean and tidy as per the end of stay clean up schedule, you may be charged with a cleaning fee. The fees are \$200 for the bottom row of cabins, \$200 for the middle row of cabins, and \$350 for the top row of cabins. Further costs will apply for the cleaning of the non-accommodation facilities should that be required. Please contact us if this affects you.
- Y Outdoors at Kaitoke Outdoor Education Centre is 100% Smokefree. Smoking onsite is a fire hazard, and a danger to our facilities. A \$250 fine will be added to your bill if any of your group members are found to be smoking onsite, whether indoors or outdoors.

DEPOSIT

More than 12 weeks before the programme	Deposit refunded less \$150 administration fees
Within 12 weeks before the programme	Deposit not refunded
Within 3 weeks before the programme	Y Outdoors will pass on any losses it has incurred due to your cancellation, such as services booked, and will invoice for the full amount of the event.

All of our prices are inclusive of GST, and surcharges will apply on public holidays. If this affects your programme, please contact the office for further details.

Prices are effective from 1 July 2020 (please note those bookings that have been made with the previous edition of the YMCA Kaitoke Information Pack will be honoured at the prices quoted subject to deposit already being paid).

DEPOSIT

When planning your event and hiring facilities at Kaitoke Outdoor Education Center, your main points of contact will be:



ROBYN WALDROM - Customer Care and Events Coordinator

youtdoors@ycentral.nz

+64 4 526 7338



Our Place, your place

ARRIVAL

Our place is a huge part of your Y Outdoors experience. While onsite, we want you to feel safe, at home, and to treat our place as though it's yours. Upon arrival at our site, the host for your conference or event will meet the event organisers, or designated person in charge, and go over the safety and emergency information. We ask that you pass on the relevant safety information to the remainder of your group. Your host will show you around our site, focusing on the amenities you have hired. They should give you a contact number for any queries you have throughout your stay, or in the case of an emergency.

DURING YOUR STAY

In addition to cabins, if staying overnight you will be given access to ablution blocks. The ablution blocks are our toilet and showering facilities; each block contains two rooms, with three toilets and three showers in each. We run our own sewerage and water systems which means that the ablution blocks can at times be fragile. We appreciate the person in charge from your event keeping an eye on these, and contacting staff immediately if something is out of line. We also have a set of 'public toilets' which are available to all throughout your stay.

During your event, wifi is not available - we encourage you to disconnect and reconnect with nature! Cellular reception is available throughout our main site, but is less so in some of the bush covered areas of our wider setting.

During the evenings, most instructors and your host will go home, but you may notice that some staff live onsite. We ask that the quiet hours between 10pm and 7am are respected so that these staff members can rest undisturbed. If an emergency occurs overnight, a staff member will be present to assist you in sticking to our emergency contingency plans.

DEPARTURE

At the end of your stay onsite, we ask that you take care of cleaning your accommodation and additional hired spaces. To make these processes easier, we ask that accommodation and shared spaces are kept in a generally clean condition throughout your stay. The cleaning processes are as follows:

DURING YOUR STAY

- Sweep the dining hall daily
- Keep ablution blocks in a clean condition (toilet paper and soap is obtained from Y Outdoors staff)
- Place all rubbish in bins provided. If a bin is full, don't hesitate to ask a Y Outdoors staff member to empty it for you.

END OF STAY CLEAN UP

We require groups to do basic cleaning prior to departure. Your host may explain this in more detail if required. Please inform your host of your departure time to ensure facilities are inspected before you leave.

GENERAL

- Any rubbish is removed from all facilities and placed in a bin
- All windows are closed and locked
- All personal belongings are removed

CABINS

- Ensure no rubbish or personal belongings are left
- Wipe down wooden bunks
- Clean mattresses with hot disinfected water (wipe down only), then lean against wall
- Lock windows
- Vacuum the floors - including under bunk beds

BATHROOMS AND ABLUTION BLOCKS

- Wipe down all walls
- Clean basins and benches
- Clean toilet pans, seats and cisterns
- Clean shower trays and soap dishes
- Sweep and mop the floors

KITCHEN (Self-Catered)

- Wipe down all benchtops, shelves and walls
- Empty and clean oven, microwave and fridge-freezer
- Sweep and mop the floor
- Ensure all equipment is returned to where it belongs.

DINING ROOM

- Wipe down tables, fold and stack them in designated area
- Stack all chairs
- Sweep and mop the floors

CONFERENCE ROOMS

- Close and lock all windows
- Vacuum the floor
- Stack all chairs

GYMNASIUM

- Sweep the floor
- Stack all chairs
- Ensure all doors are closed

FEEDBACK

At Y Outdoors we appreciate any feedback you can give to us about our facilities, catering and booking process. While you're here, we'll talk to you about how to give us your feedback, and we can pencil any future bookings into our calendar.

Safety

We are committed to delivering safe outdoor education programmes, and keeping all personnel on site safe. As part of this commitment we have our activity safety management system audited and certified through the Outdoors Mark accreditation scheme every three years.

Whilst staying onsite, we want you to feel safe and at home. While our cabins do not lock from the inside, if you would be more comfortable having the gate to site locked during the night, we can organise that for you.

EMERGENCY PROCEDURES



In the event of a fire, all people onsite will:

1. Evacuate any buildings and head to the emergency meeting area
2. Teacher in Charge will initiate roll call
3. Duty Manager will take over responsibility



In the event of a large earthquake, all people onsite will:

1. Drop, Cover and Hold
2. Once the shaking stops, proceed to the emergency meeting area
3. Teacher in Charge will initiate roll call
4. Duty Manager will take over responsibility



If a medical emergency occurs and no staff are present, ring for an ambulance on 111. Then contact staff immediately.

If another emergency occurs, please contact the Duty Manager immediately.

FAQ'S

Q. Can I visit the site prior to booking?

A. It is not mandatory but we strongly recommend this. Even if you have stayed with us before. Having a pre-booking meeting with our staff means you are familiar with our site and that it suits your needs, as well as making sure you are up to date with our current processes and any changes to our site since your last stay with us.

Q. We want to arrive/depart outside of the designated times on your booking form. Is this okay?

A. Those window's are there to give us time to go over all spaces and prepare for you or to prepare for the following group after you. Arriving earlier (on a Friday) will not be able to happen during peak season due to schools being onsite. Leaving later on a Sunday is a possibility but may incur further charges.

Q. We are planning a wedding/significant birthday/event and looking into your site. What should we do?

We have done a few of these over the years. Please get in contact with our events and catering team to discuss possible options with us.

Q. Can we self cater?

We do offer both catering and self-catering options for groups. Our self-catering kitchen is limited to groups of 80 or less.

Q. Our group is self catering. What do we need to provide in the kitchen?

A. You will need to provide sharp knives, cloth's and tea towels to use during your stay with us. Everything else will be provided.

Q. Where are your toaster(s)?

A. Please talk to your host about how to use our oven to make toast for your group.

Q. Can we have alcohol onsite (may need to get Russ to answer this correctly).

A. We are an Outdoor Education Site first and foremost. Any group wanting to bring alcohol onsite will need permission from the Kaitoke management team at the time of booking.

Q. Exclusive use hire. What does this mean?

A. We can have up to 2 groups on site at any given time. Paying our exclusive use fee means we will deter any other groups from booking alongside you. You will still need to pay for accommodation, catering and spaces used during your stay with us.

Q. Do we have to clean before we leave?

A. Yes, however we do use a cleaning contractor that can be booked at least 3 weeks notice before your event.

Q. We have a bunch of people with dietary requirements. Can you cater for those?

A. Most likely yes. Should any dietary requirements be too complex or we require further information we will get in contact with you after you have provided your dietary information 3 weeks prior to your stay with us.



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