

Pre-arrival information

At “The Tops” we pride ourselves on customer service.

We have developed this pre-arrival information pack to assist you in preparing your schedule. For further information please refer to the resources section of our web site.

www.thetops.com.au

On arrival

- Please ensure that you contact Guest Liaison personnel.
- Please ensure that (a Leader?) is available for site induction

Dining

- Please see the “important times to use in your programming” document attached, or checkout our website for our standard meal times*.
- Packed meals can be arranged*. These meals must be arranged with reception a minimum of 14 days prior to arrival. Please confirm with Guest Liaison staff on arrival.
- First and last meals must be confirmed with reception no later than 7 working days prior to arrival.
- Final group numbers and diets must be given to reception no later than 7 working days prior to arrival.
- Please arrange a clean-up team to assist in clean up of dining room.

Activities

- Have you considered activities to compliment your camp? We provide a wide variety of outdoor education activities. We can tailor a program of activities to compliment your own schedule or provide a full program for your stay. Please contact our Outdoor Education and Recreation Department for further information or see our web site and look for the Outdoor Education section
- Activities must be booked and confirmed a minimum of 21 days prior to arrival.

Transport

- Do you require Transport? Buses can be arranged. Contact reception for more details.

Housekeeping

- A doona and pillow is provided on every bed. Linen (sheets or sleeping bag, pillowcase) towels and toiletries must be provided by guests.
- If you require Linen this must be arranged a minimum 14 days prior to arrival. Contact reception for details. (A fee applies)
- All rooms must be vacated by 10am on the day of departure

* All changes must be applied for in writing, a minimum of 14 days prior to arrival and are subject to approval by The Tops Conference Centre. Changes may incur additional costs.