



RETREAT AGREEMENT

Ronald McDonald Family Retreat, Rotorua

In signing this agreement I/We agree:

- a) To abide by the rules as attached.
- b) Not to hold Ronald McDonald House Charities responsible for any accidents or personal injury sustained during our stay at THE RONALD MCDONALD FAMILY RETREAT, ROTORUA.
- c) For security purposes, photo ID will be required upon arrival at the Retreat.

From: Saturday DD/MM/YYYY

To: Friday DD/MM/YYYY

For: Adults

Time of Arrival

2:30pm 3:30pm

***Please select an arrival time. We will endeavour to assign your preferred choice. To minimise disruption to other guests and assist our volunteers, it is important that your chosen arrival time is adhered to.*

For: Children

Applicant Name:

Please list all attending family names:

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Ronald McDonald
House Charities®
New Zealand

Full Address:

Signed: _____

Date: _____

Please complete, sign and return this form, the Application form and the Retreat Rules to the Booking Administrator to receive confirmation.

Please scan, fax or post to:

Lorraine Bunbury
Ronald McDonald House Charities New Zealand
PO Box 110119
Auckland Hospital
Auckland 1148

F: 09 377 6581

E: Lorraine.Bunbury@rmhc.org.nz

***Further information regarding arrival times – it is important that you arrive at the stated arrival time as our volunteers are unable to be available for extended periods of time. If you are unable to arrive on time you will need to be prepared to check in the following day in certain circumstances at your own cost (traffic hold ups and break downs would be taken into account and in this instance early communication to the 0800 number would be expected).*

RETREAT RULES

Please be mindful to look after the Retreat for future families and that the use of the Retreat is a privilege. Please think of the families who will use this facility after you.

While staying at the Ronald McDonald Family Retreat, Rotorua we agree to abide by the following rules which have been put in place by Ronald McDonald House Charities (RMHC) New Zealand for the safety and of families using this facility:

1. I/we agree to abide by the Health and Safety information attached to these rules, and notify RMHC New Zealand of any issues that arise during our stay, including near misses, accidents, or new risks (hazards) we observe.
2. I/We will ensure that all furnishings and items provided will remain on the property.
3. RMHC New Zealand understands that breakages can happen and electrical appliances fail. I/We will be sure to inform the contact person if this happens during our stay.
4. I/ We understand that no animals/pets are permitted (except seeing eye dogs).
5. I/We will respect the No Smoking rule while inside the Retreat, and refrain from using illegal substances at all times.
6. I/We agree to act with consideration towards the neighbours, especially with regard to music and noise.
7. I/We agree to park cars on the driveway and not on the grassed areas and that boats, caravans or tents are not permitted on the property.
8. I/We will leave the premises in a clean and tidy condition as per the 'Departure Checklist'.
9. I/We understand that on the day of arrival, we can arrive between the hours of 2.30pm and 3.30pm. I/We understand that we have to vacate by 10.30am on the day of departure.
10. I/We agree that the occupancy of the Retreat during our stay will be limited to the specified number of adults and children, as stated on the **Retreat Agreement**. I/We agree to notify the Booking Administrator immediately if any unforeseen circumstances arise affecting this.



Ronald McDonald
House Charities®
New Zealand

11. I/We accept that RMHC New Zealand reserves the right to cancel any booking made and/or not accept the booking by any person without giving a reason. No correspondence will be entered into and the decision on eligibility will be final.
12. I/We understand that I/we and each Guest use the Retreat and all property on the Retreat at their own risk and with respect to my/our personal belongings, I/we will take all reasonable steps to keep these secure and in a safe place. To the fullest extent permitted by law, RMHC New Zealand is not liable for any loss or damage to my/our personal belongings used or stored at the Retreat.
13. Any property damage and/or personal injury occurring at the Retreat, caused by me/us or a Guest are the responsibility of me/us. The cost of any repair or replacement to such property (apart from normal wear and tear) maybe charged to me/us.
14. RMHC New Zealand may, at any time restrict or terminate my/our right to use the Retreat if I/we or any Guest fails to comply with the Rules or acts in any manner or conduct that is improper or is likely to endanger the safety or the reputation of RMHC New Zealand or the Retreat.
15. I/We understand that no hazardous goods such as gas cylinders, inflammable fuels, fire arms or other weapons are permitted.
16. I/We understand that for security purposes the front electric gate must not at any time be obstructed to keep it open.

For ease of understanding, the 'Applicant' is the initial contact on the Application Form and the 'Guests' are all other members of the family as stated on the Application Form.

Please sign below and return **this form**, the **Application Form** and the **Retreat Agreement** to the Booking Administrator to receive confirmation

Signed: _____

Date: _____

IMPORTANT HEALTH AND SAFETY INFORMATION

Please ensure you keep safe during your stay at the Ronald McDonald Family Retreat and remember the following:

- Supervise your children at all times
- Ensure the entrance gate to the property is kept closed at all times
- Ensure the rear gate out to the lake is kept closed at all times
- Use the stair gate if you have young children staying with you
- Take care when opening or closing the sliding door to the downstairs bedroom – it is very heavy and can come off its track
- Keep the window in the upstairs master bedroom locked and do not store items under the window that small children can climb up onto
- Keep cleaning chemicals out of the reach of children
- Avoid trip hazards – keep leads flush to the walls
- Be safe in the kitchen – keep appliances and knives away from the edge of the bench and out of reach of children
- Keep cleaning chemicals out of the reach of children
- Supervise your children to ensure they play with age appropriate toys. Put aside any broken toys and advise your greeter on departure
- Take care when using bikes – always wear a helmet and use only if you are able to ride a bike
- Follow the emergency procedures in the event of an emergency or fire
- Report any accidents to your greeter.