



Warrambui – Frequently Asked Questions (FAQ)

Visitors & Accommodation

1. How many people can stay at Warrambui?

The whole site can sleep up to 212. The Dome & Cube can accommodate 96, and the Village 116.

2. Where do teachers stay?

For Dome bookings there is one en-suited leader room in the Dome and five in the adjacent Cube. For Village bookings teachers can be allocated rooms in each accommodation block.

3. Will there be another group where I am staying?

The accommodation rooms booked by your group will be exclusively for your use. If you have not booked the whole site there may be another group on-site while you are here, check with the Bookings team for details.

4. Can my guests pay individually?

No, we require payments (deposit and final) on behalf of the whole group booked.

5. For visitors, do I need to pay anything additional if they come for a day visit but don't need meals?

Yes. Any day visitors will need to be included in your numbers (even if they aren't being catered). The fee charged varies according to the time on-site. Please check with the Bookings team to confirm day visitor costs.

6. What does "Only Booked Linen" mean?

Our linen package includes two sheets and one towel per guest. Guests booking Linen must bring their own doona and pillow.

7. What does Linen and Bedding include?

Linen and Bedding includes 2 sheets, 1 doona, 1 pillow and 1 towel.

8. What are the check-in and check-out times?

We do not have set check-in and check-out times. The arrival and departure times are booked by your organiser and stated on your booking offer.

9. Is there any cost involved if we check out after 9:30am?

Your group departure time on your booking offer is when you need to leave the site without further charges. On the day of departure you may need to vacate some rooms for cleaning by 9:30am, the Bookings team will confirm this with you on arrival.

10. Can we arrive early to setup?

This depends on other bookings and may involve additional costs. Please check with the Bookings team for availability and additional costs.

11. What does “minimum numbers” mean?

Minimum numbers are the smallest group size you will be charged accommodation and catering for, even if fewer people attend, to cover costs of hosting the camp. The minimum number and minimum charges will be set out in your booking offer.

12. What if some of my groups are unwell before camp? Will they be charged?

Catering charges are set for the numbers provided 4 weeks before camp. Accommodation charges may be reduced if the numbers attending is above the minimum numbers. Please notify the Bookings team as soon as possible if there are changes to the numbers attending.

13. What if I leave something behind?

We have a lost property policy which includes keeping any lost property for up to 6 months.

14. Does Warrambui have insurance?

Yes, we have public liability insurance, for details contact the Bookings team.

15. Can I see some more photos of the facilities or can we come for a tour before we book?

Yes, for booking a physical tour contact our office to arrange a time. For photos look at the virtual tour on the website, if there is something specific not included contact the Bookings team.

Meals & Catering**1. What meals are included in catering?**

Our standard catering package includes breakfast, morning tea, lunch, afternoon tea, dinner, and supper each day.

2. What if my group is off-site at meal times?

We can provide packed morning teas, lunches and afternoon teas. For dinner we can arrange a hot meal to be delivered, or for an external caterer to provide a hot meal.

3. Can we self-cater? and do you provide a communal kitchen / cooking facility?

No, we do not have self-catering facilities and cannot allow access to our commercial kitchens. However, on arrangement with Warrambui management, groups may be able to bring in externally prepared meals.

4. Is there any cost for supper?

No, there is no additional cost for supper if your group has purchased dinner that night.

5. Are there charges for missed meals?

Morning and afternoon teas may be removed from catering packages, with reduced charges. If a main meal during a booking is missed, Warrambui may charge up to 20% of the total charge for that meal.

6. Can I change the meal timings?

Yes, if arranged 4 weeks prior to the booking. Please discuss the changes with Bookings team who will confirm agreed mealtimes.

7. Can catering be provided as per our food choices?

Yes, catering can be tailored to your group's food choices. Additional charges may apply — please speak with our Bookings team for menu options and pricing.

8. Can your team cater to all types of Dietary requirements?

Most requirements can be met, unless they are highly specialised or very complex. The Bookings team will let you know if there are any problems catering to the requirements.

9. What happens if we provide late dietary details?

If dietary details are provided after four weeks before arrival, the Catering team may not be able to cater to the requirement and a late dietary fee may apply for each affected meal.

10. Do you have any buffet style catering options?

Yes, special buffet meals are available. Please request a menu and pricing from our Bookings team.

11. Do you provide a birthday cake if there is a birthday in a group?

A birthday cake can be provided if details are received at least two weeks in advance.

Facilities & Equipment

1. What meeting areas are available?

The Dome has a large centrum area, breakout room and large dining area. The Village has a large Conference Hall, Dining area, and 3 smaller lounges.

2. What does your AV package include?

AV includes a projector, screen, microphone/s, a sound desk, speakers, and connections via HDMI and audio jack/bluetooth. Please confirm your specific requirements with the Bookings team.

3. What is the size of the Conference Centre and Dome Centrum?

Conference Centre: 183 sqm, (Conference 1 - 103sqm) (Conference 2- 73 sqm) accommodates approx. 150 people, Dome Centrum: 119 sqm, accommodates approx. 150 people

4. Is there Wi-Fi at Warrambui?

Yes, Warrambui has a Starlink connection which provides Wi-Fi access throughout the facilities. Access is generally restricted for use by teachers or group leaders. For wider access speak to the Bookings team.

5. What is mobile reception like at Warrambui?

Phones under the Optus network have reliable reception throughout our site. Telstra reception is generally poor. We have a landline phone available for emergencies outside our Office.

6. Does use of conference centre facilities cost extra?

No, there is no extra charge. Use of conference centre facilities and dining areas are included in the per person accommodation costs.

Activities & Safety / Other Questions

1. Do you run fully programmed camps?

No, however we have a range of activities, including self-run and run by Warrambui staff, which can be incorporated into your schedule. Planning for activities is part of the bookings process.

2. What should a student bring if they are doing an activity at Warrambui?

Students should bring:

- Enclosed shoes (required for all activities)

- Comfortable clothing suitable for outdoor activities
- Hat and sunscreen
- Water bottle
- Rain jacket (weather dependent)
- Any additional items advised for specific activities

3. Is there any limit to the numbers for activities?

Yes, the minimum number for Warrambui-led activities is x15. For some activities large groups will need to be split into groups of 15-25 and do activities on a rotational basis. The maximum number depends on staff availability. Contact the Bookings team for details.

4. Can I bring in an external activities provider?

Yes, give them our Bookings team details to discuss facilities required.

5. What about first aid?

We have first aid kits and a defibrillator on-site and most staff have first aid training, however groups are responsible for their own first aid so should make appropriate arrangements.

6. Is anyone available after hours?

A Duty Manager lives onsite and is available at all times during your stay.

7. What happens in case of an after-hours emergency?

In the event of an after-hours emergency, please call the Duty Manager. Assistance will be provided based on the nature of the emergency. For serious medical or safety emergencies, please call emergency services first (000), then notify the Duty Manager.

8. Is there a campfire / firepit area available?

Yes, we have campfire facilities available from April to October (outside the Bush Fire Danger Period). Each campfire area can accommodate approx. 60-80 people. Speak to our Bookings team if you would like to book this.

9. What recreational / sports facilities do you have

We have a beach volleyball court, 2 basketball/netball courts, and open areas for other sports. Sports equipment is available at no extra charge. There are hiking and fire trails throughout the property. Other outdoor facilities can be booked for use e.g. campfire sites, frisbee golf course.

10. What is your road access / distance from main highways?

We are approximately 7km from the Barton Highway out of Murrumbateman, and 25km from the Hume Highway near Yass.

11. How much parking / vehicle access do you have?

There are parking spaces for approx. 80 cars.

12. Are there accessibility / special-needs facilities?

Yes, we have accessible accommodation, bathrooms and conference facilities. Check with our Bookings team for specific details.

13. What child protection / safety policies are required of groups?

We do not require that you have any specific policies, but your group must adhere to our Booking Terms and Conditions.

14. Do you require evidence of working with children or risk management plans from our side?

No, unless requested from us (e.g. if you are running identified dangerous activities on-site).