

CASS Visitors Services Group Policies

The CSIRO Astronomy and Space Science(CASS) Visitors Services Group (VSG) is responsible for accommodating visitors to any of our sites at Marsfield, Parkes and Narrabri. The following policies are to be used as a guide for anyone wishing to visit the CASS.

Staying on site at the CASS

Booking your accommodation

- All visitors (including CASS staff members) that wish to stay on site at Marsfield, Narrabri or Parkes **must complete a web booking form** available at <http://www.atnf.csiro.au/observers/accomm/> . The VSG staff will not make a booking unless a web booking form is submitted. Visitors working/visiting either Parkes or Narrabri for the day only are still required to complete a web booking form.
- When people are travelling together a web booking form for each individual is required to ensure that all computing and dietary requirements are clear.
- If you have not received an email reply from a VSG staff member regarding your booking within three (3) working days, please contact atnf-accommodation@csiro.au.
- We encourage all visitors to make their bookings as far in advance as possible to assist us in being able to provide accommodation, computing and travel assistance.
- Urgent bookings with only 24 hours notice need to be given by phone as well as a web booking form completed. Please note that most VSG staff responsible for bookings are available Monday – Friday between 8:30am – 4:00pm AEST.
- Cancellations made with as much notice as possible are helpful for the VSG staff. Cancellations made with less than 24 hours notice will be charged at 50% of the original booking. (CASS staff members' cost centres will be charged for their cancelled stay).

Things you need to know before your arrival on site

- All visitors arriving for the first time to a CASS site **must** see a VSG staff member on arrival or as soon as possible thereafter to introduce themselves and be given a brief induction to the quarters/lodges.
- The Lodges and Quarters are all **QUIET** work areas, noise **MUST** be kept to a minimum.
- Departure time is 10.30am on day of departure, unless late check out with Lodge/Quarters Manager has been organised.
- Fresh meals are prepared daily by our VSG staff at Parkes and Narrabri. If staying at our Parkes or Narrabri sites any changes to meals during your stay must be notified to VSG staff by 9.30am that day, eg if not staying for dinner etc.
- Special requests for meals for people with allergies or medical conditions will always be accommodated to the best of our ability. Please ensure that the information is listed on your web booking form.
- Flats or units at each site are provided as self contained accommodation for two or more people and are booked for a minimum stay of three days. Meals from the Quarters/Lodge kitchen can be requested, however, the meal charge will be the standard charge per person. People acting as DA in Narrabri and staying in the flat will have meals provided.

- People staying on site at any of the CASS sites with their children must always have an adult present to supervise the children.
- Due to health regulations we cannot permit pets at any of the VSG sites. An exception would be made for guide dogs only.
- Feedback on services provided by the VSG is appreciated and welcomed. Feedback can be given either directly to a VSG staff member, via email to the Project Leader Vicki.Drazenovic@csiro.au or anonymously via the web at <http://www.atnf.csiro.au/observers/visit/feedback.html>
- It is the policy of the VSG to provide the best possible service to our visitors with the resources and facilities that we have. Our friendly and courteous staff will try their best to accommodate visitors and any special requests that are submitted. All reasonable requests will be looked at.
- We retain the right to refuse service to anyone that we feel has been rude to CASS staff or other visitors, or has behaved recklessly, unsafely or has outstanding or bad accounts with the CASS.
- If for any reason you feel that you have not been treated with the appropriate level of courtesy and hospitality please do not hesitate to contact the Project Leader, Vicki Drazenovic, by email at Vicki.Drazenovic@csiro.au.

Room types and prices

All prices are per room type per night or as otherwise specified and apply to all three CASS sites

Accommodation type	Price AUD incl. 10%GST
Bed and Breakfast (Marsfield only) includes ensuite bathroom	\$72.60
Standard Room (Parkes & Narrabri) includes breakfast	\$64.10
Lunch (Parkes & Narrabri)	\$13.20
Dinner (Parkes & Narrabri)	\$19.80
<i>Full Day Standard Room & Board (Parkes & Narrabri)</i>	<i>\$97.10</i>
Flats/Cottages (Parkes & Marsfield) weekly minimum stay of 3 nights - nightly rate	\$593.00 \$84.70
1 Bedroom Flat (Narrabri only) minimum stay of 3 nights	\$66.55

Students receive a 50% discount on room and meal prices.

Children under 12 are given a 50% discount on meals.