

Urangan Community Centre Terms & Conditions of Hire

The Urangan Community Centre is a program managed by the Hervey Bay Neighbourhood Centre Inc, which is a registered charity. Our aim is to provide a safe, affordable and clean venue for all users and the hire payments are the income source which enables us to offer this service. The centre is staffed by volunteers; to support the work carried out by these dedicated people, we ask that all users take responsibility for the care, cleaning and security of the equipment, buildings and surrounds as detailed below. Hire and venue use by all hirers is subject to acceptance of these Terms and Conditions of Hire.

1. Bookings

- a) Hirers must be 21 years of age or older; ID must be provided to staff.
- b) The hirer is responsible for the conditions of hire and it is recommended that a security guard be hired for the safety of guests and neighbours for some birthday parties.
- c) Bookings will be confirmed with the return of the completed and signed Booking Application Form plus payment of a deposit within 14 days of application.
- d) Apart from functions, charges are for full hours of actual use, and must include set-up and cleaning times, and kitchen use.
- e) All functions have a 12:00 midnight deadline by which everyone must have left the building.
- f) Wet weather contingency booking fee is \$100 (hours negotiable, fee non-refundable if hall not used).

2. Payments

- a) A deposit of \$100.00 must be paid within 14 days of booking.
- b) Final payment is required no less than 6 weeks before the event.
- c) Payment in full is required for late or short-notice bookings.
- d) Payments are accepted as cash, cheque or bank transfer (no credit card or EFTPOS).

3. Cancellation of functions and casual bookings

- a) Cancellation fee is 50% of the deposit prior to full payment being made.
- b) If cancellation is within one month before the event cancellation fee is 50% or 100% within a week of the event.
- c) Full bond will be refunded for all cancellations
- d) Cancellations must be advised in person or by telephone.

4. Bond

- a) A bond of \$300* applies to all functions and \$50* for other out-of-hours bookings (*2011 prices)
- b) Deductions from your bond may be made if any of the following should occur:
 - a) Breakages to centre property
 - b) Damage to the centre
 - c) Extra cleaning if required
 - d) Removal of excess rubbish
 - e) Security or fire services call out due to alarm being activated
 - f) Late closure (after midnight) as advised by security
 - g) Air conditioning left on or temperature settings different to those recommended
 - h) Loss of keys
 - i) Loss of, or damage to, air conditioning remote control
 - j) Use of helium balloons in hall
 - k) Fans or lights left on
 - l) Windows left open or doors left unlocked as advised by security
- c) Your bond will be refunded by bank transfer or cheque within 14 days of your function; any deductions will be itemised in writing.

5. Additional fees

- a) Due to increasing power costs, air conditioning will attract an additional fee, plus a bond for the remote control; please ask staff for details.
- b) If the hall is available, you may hire it for 2 hours of setup on the Friday prior, or 2 hours to cleanup on the Sunday after your event for an additional \$50/day; however, subsequent bookings will take priority and these times

may no longer be available to you.

6. Public liability insurance

- a) It is the responsibility of the hirer to ensure that they have adequate public liability insurance cover; a copy is required to go on file for each event.
- b) The hirer is responsible for the actions of any person, whether contracted, invited or un-invited, who cause damage to any person or property owned by the centre.

7. Alcohol

No alcohol is allowed on the premises without permission. If alcohol is to be served for sale an appropriate license must be obtained by the hirer from the Department of Tourism, Racing & Fair Trading and a copy is required to go on file for each event. The centre reminds all hirers that alcohol is not to be served to any person under the age of 18 years.

8. Venue induction & issue of keys

- a) Keys will be issued on the presentation of your receipt of full payment, 1 to 2 days prior to the intended use. Keys are to be returned to the staff at the centre or left in the box situated outside.
- b) A Venue Induction will be conducted at the time you pick up the keys, and will cover OH&S and hirer responsibilities for the care of the building including but not restricted to:

- a) Security and closure checklist
- b) Electrical system
- c) First aid kit location
- d) Fire extinguisher locations
- e) Smoking zones
- f) Roller door operation
- g) Air conditioning temperature settings
- h) Operation of kitchen equipment
- i) Cleaning the hall, kitchen and toilets
- j) Leaving the kitchen area tidy with benches wiped down
- k) Removing any decorations agreed to by staff
- l) Removing all belongings at close of function
- m) Leaving the centre clean (cleaning equipment provided)
- n) All rubbish to be placed in the outside wheelie bins
- o) Tables and chairs to be cleaned and stacked in original position

If you require equipment such as a white board, OHP, screen, etc, please advise us at the time of venue induction.

9. Grounds

Please respect the surrounding environment by not leaving litter around, and not encroaching on garden and reserve areas without council approval. Should damage occur as a result of hirers' activities then repair costs will be passed onto the hirer. Vehicles must be parked in the designated public parking area or on the adjoining streets. Under no circumstances are vehicles to be driven on adjoining grass areas. Confetti and rice are prohibited in and around the centre and car park due to cleaning up difficulties and safety issues. Any injuries resulting from falls and slipping may create legal problems which will be passed onto the hirer.

10. Decoration of hall

- a) The use of helium balloons are prohibited in the centre as they cause damage to the fans.
- b) Do not use nails, screws, drawing pins, sticky tape or blu-tac on walls - removable poster strips are recommended.
- c) Candles are not allowed - LED candle lights are recommended.
- d) If you have any special requirements, please do not hesitate to ask.
- e) No deliveries will be accepted without prior approval (such as tables, band equipment, etc); the centre will not accept responsibility for any equipment brought in.

11. Noise limits

Hirers must comply with the Environmental Protection Act 1994. Offences relating to noise standards 440W Indoor

venues (buildings used for musical, sporting or other entertainment or for cultural or religious activities)

- 1) An occupier of a building must not use, or permit the use of, the building as an indoor venue on any day,
 - a) before 7am, if the use makes audible noise; or
 - b) from 7am to 10pm, if the use makes a noise more than 5db(A) above the background level; or
 - c) from 10pm to midnight, if the use makes a noise of more than 3db(A) above background level.

It is strongly recommended that bands play with the roller door down to block the sound to residential areas and to cease playing by 10.00 pm. Any complaints about noise will be directed to the hirer and resulting prosecutions become the responsibility of the hirer. A Noise Pollution Fact Sheet is available from the centre on request.

12. Electrical issues & blackouts

- a) The safety switches in the centre's meter box comply with Electrical Safety Regulations and the centre ensures all equipment available to hirers is maintained in a safe condition for all users.
- b) Heating elements in water such as the urn or the bain marie may cause safety switches to trip out if they become exposed to air. Should this occur, you can access the outdoor switchboard with the key provided; please attempt to problem solve any power outages by unplugging equipment in use and flicking the safety switch over.
- c) Contact details of Ergon Energy and an after hour emergency electrician are also located next to the key. Note: should the electrical problem be the fault of the hirer or their equipment, then you will be charged the electrician's call out fee.

13. Permanent bookings

- a) Regular users of the centre are also bound by these conditions of hire
- b) Breaches of the conditions of hire will incur a charge which will be itemised in writing
- c) Using the hall outside of the hours and days booked may incur additional fees
- d) Payments may be negotiated in advance, weekly, monthly, etc
- e) At least 2 weeks' notice of cessation of regular bookings is required
- f) Notice of cancellations of regular hall use is required otherwise they will be charged for
- g) Key deposit of \$50 will apply which is refundable on return of keys at the end of the year
- h) A key will be issued only to weekly hirers, not monthly hirers at the beginning of each year

14. Feedback

Please advise centre staff (during office hours when returning the keys or on the reverse side of the Closure Checklist when placing the keys in the slot provided) of problems encountered out of hours so that appropriate repairs or maintenance can be carried out as soon as possible.

If you would like to discuss any of these conditions, please contact the Urangan Community Centre on (07) 4125 5499 during office hours (8.30 am - 3.00 pm Monday to Friday).

Project Officer - Centre Coordinator updated 13 December 2011