



Room Hire Terms and Conditions

Effective 1 November 2019

Introduction

We hope you enjoy your time at Newtown Neighbourhood Centre (NNC). As a community organisation we use the funds raised from room hire to fund our First Response Program, a program specifically aimed at assisting those who are homeless or at risk of homelessness. This program receives no government funding, so we rely on fundraising and Room Hire proceeds to help us deliver this service. Please let others in your network know about us and encourage them to hire our rooms also.

To help us improve the service please don't hesitate to provide us feedback. You can do this by contacting us at roomhire@newtowncentre.org

Room Bookings

Online Room Bookings

All room bookings must be made online. This can be done via NNC's website at <http://www.newtowncentre.org/hiring-a-room.html>

Bookings are not secure until you receive a confirmation email and invoice, and payment is made. The online booking system is currently not "live", which means that another person may also be viewing the same available timeslot at the same time as you. This may give the appearance that the time is available, however it may have been booked by somebody else just prior. Room bookings are processed manually, during the hours of Monday to Thursday 7:00am to 3:00pm. Bookings made after 2:00pm Thursday will not be processed until the following Monday. Bookings for the weekend at short notice therefore, are currently unavailable.

Booking Period

When making a booking, it is important to remember to include enough time for setting up and packing away, and cleaning the room afterwards. There is no "gap" time between bookings, so setup and pack-up time forms part of your booked timeslot. Just as you would expect the room to be vacant, neat and tidy at the time of your booking, please do the same for the people after you.

Nobody is to be in the building before 6:00am or after 12 midnight.

Newtown Neighbourhood Centre

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Right of Refusal

Newtown Neighbourhood Centre reserves the right to refuse any booking. New bookings will not be accepted where the hirer has an outstanding balance owed to NNC. Bookings may also be refused where the hirer has breached the Terms and Conditions in the past, including, but not limited to, causing damage to the premises; leaving goods behind which NNC has had to clean up; leaving the room/s in an untidy manner or not cleaning the room after use; leaving doors unlocked or chocked open, which are against NNC security requirements. Repeated no shows may also result in bookings being cancelled or refused.

Payment Requirements

Payment for room hire, including bond, locker charges and insurance charges, must be made in full by the due date. For bookings greater than seven days in advance, the due date will be five days from the date of the email confirmation. For bookings with less than seven days' notice, payment will be due the same day as the email confirmation. Bookings will be cancelled where payment has not been received in full by this time.

Payments can be made via credit card or electronic funds transfer (EFT) (with remittance notice emailed to roomhire@newtowncentre.org). The best way to pay your invoice is by clicking on the payment link in the confirmation email. Please refer to your Tax Invoice for payment details.

Room Hire Charges

Room Hire Charges will be published on our website www.newtowncentre.org and may be changed at any time. Bookings paid for in advance will be honoured at the rate published at the time of payment. For a full list of all charges and discounts, please refer to our website.

Bond/Security Deposits

The required security deposit is to be maintained at all times. If a charge is made against a bond for damage/cleaning etc during a recurring booking period, the balance must be paid before the next hire, in order to maintain the required Bond for that Room/Equipment.

The Bond will be refunded via EFT, upon receipt of a completed Bond Refund Form (available on our website). Refunds are usually processed within seven days, however you should allow up to 14 days for receipt of your bond refund. If a claim is to be made against the bond, such as for damage or cleaning, then the refund may take longer to process. Any claim against the bond will be advised prior to processing.

Discounts

Discounts are available and are published on our website <http://www.newtowncentre.org/hiring-a-room.html>. Please note: discounts are subject to

change without notice. Any bookings already paid in advance will have current discounts honoured. Discounts are currently available to the following groups/categories:

- Not for Profit Community Organisations (registered with the ACNC)
- Recurring bookings of 10 dates or more
- Authorised Volunteers of NNC and NNC Staff members

Cancellations by NNC

From time to time, NNC in its capacity as a neighbourhood centre needs to put on events at short notice, or tend to urgent building repairs. We reserve the right to cancel any booking at short notice and will provide a full refund. This happens infrequently and we will do our best to minimise any inconvenience to you by providing as much notice as possible, or moving you into an alternative room if possible.

Cancellations by Hirer

All cancellations notified more than two weeks in advance will receive a full refund, minus a \$25 cancellation fee (or the full value of the hire, whichever is lower). Cancellations notified with 14 days or less notice, will not receive a refund. All bookings confirmed by NNC, regardless of whether they have been paid for yet, are subject to this cancellation policy. This means that cancellation fees are still payable, even if the hire fee has not yet been paid.

Changes to Bookings by Hirer

Hirers wishing to make a change to an existing booking may do so by emailing roomhire@newtowncentre.org. As this is a manual process to be completed by staff at NNC, a \$25 fee applies to each change that has already been confirmed and/or invoiced. Five working days' notice is required in order for NNC to make a change to a current booking. All changes are subject to availability.

PIN codes and Access to the Centre

Access to the Centre is via PIN code. Once your booking is processed by NNC, you will receive a confirmation email which will also include your PIN. The PIN code will provide access to the rooms booked, on the days and times applicable.

The PIN generally does not change, so all recurring bookings will have the same PIN. The exception to this is if you ask us to change it for security reasons, or if there has been a gap in your bookings, and a new booking has been made after a recurring booking period has ended.

PIN codes will only work on the day that the room/s has been booked, and for the period that has been booked, plus ten minutes either side. If you arrive early and try and enter the room, it will not work. Please wait until ten minutes prior to your booked time before trying to access the centre or the rooms. Note: This is a grace period to allow you to get in to the Centre – it is not additional booking time.

You are able to give this PIN code to all of your guests in advance if they are known to you, but you are not permitted to publish it on a website or social media site. You are also not permitted to place it on any signage outside the building. On the day of the event/meeting, you will need to provide this PIN to all guests in order for them to access the bathrooms and kitchen. There is a small whiteboard in each room near the door, for you to write the PIN.

Under no circumstances are doors to be wedged/forced open. This includes the front door. This must remain locked at all times unless you have somebody at the front entrance door greeting guests.

By booking a room with NNC, you accept full responsibility for all people accessing the Centre using your PIN. You also accept responsibility for anybody accessing the Centre, if you leave a door open.

Keys: AV System and Lockers

If you have booked a locker, and/or the AV equipment in the Hall (projector, screen, speakers, microphone), you will need to contact the Neighbourhood Centre in advance to arrange to collect a key. It is the hirer's responsibility to organise this prior to the event. As NNC is not open on weekends or after hours, you must ensure that you arrange this at least one week before your booked time. NNC has a lock box available which we may be able to coordinate the keys to be left in for you to access on the day of your hire, however this will need to be negotiated a week prior. No refunds will be provided for lack of access to these facilities caused by failure to arrange collection of the key/s in advance.

Insurance

All groups must have current public liability insurance (at least \$10,000,000). A Certificate of Currency must be provided prior to your event taking place. If you do not have public liability insurance for the above amount, you may request to be covered (where eligible) under our insurance. There is a cost for this cover. You will be charged \$25 for hiring the Rainbow Room or Small Meeting rooms (per day/event) or \$50 if hiring the Hall. Please note that NNC's insurance cover cannot be offered for any events involving:

- Alcohol
- Childcare activities
- Contact sports (excluding passive sporting activities such as dancing, tai chi etc)

These are excluded from our cover.

Collection and use of Personal Information

Your name, organisation, ABN, phone number and email address will be collected when you register for an account and book a room. Insurance information may also be collected, if you upload a copy of your insurance certificate. These details will not be shared with anybody outside of the Centre, except for processing your booking. This information is collected for the purpose of maintaining your booking, sending you confirmation and reminder emails, and getting in contact with you about your booking.

NNC uses third party websites and payment processing gateways to manage your booking. These include *SecCloud* (used to manage security/building PIN access); *Get Timely* (used to manage your booking); *Stripe* (payment gateway for upfront credit card payments); and *Xero* (accounting software used to record payments and issue refunds). Only the specific and necessary information required by each provider, in order to facilitate the booking, will be accessed.

Your details will also be added to Newtown Neighbourhood Centre’s mailing list to receive information and updates about room hire, as well as occasional information about NNC and our activities. If you do not wish to be added to our email list, please let us know. You can unsubscribe at any time from newsletters.

For further information, please see our Privacy Policy.

Rooms, Equipment and Venue Information

Rooms

The capacity and inclusions for each room in the Centre is as follows. These figures are the maximum safe capacity for each space and are not to be exceeded. All rooms are air conditioned (Small Meeting Room 2 has a portable air conditioner only). *Inclusions marked with an asterisks are available for an additional charge.*

Room	Capacity	Size (approx)	Inclusions
Main Hall (Upstairs)	170 standing 150 seated	Total Area: 16 x10m, Stage: 7.5m X 4.5m	150 Chairs, 17 trestle tables, stage, portable whiteboard, *Data Projector & screen, Speakers, *Microphone, *lockers
Rainbow Room (Upstairs)	60 standing 40 seated	Total area: 9m x 8m	50 Chairs, 8 trestle tables, wall mounted whiteboard, partitions, *lockers
Meeting Room 1 (Downstairs)	6-8 seated	Total area: 4m x 3m	Extendable meeting table, 6-8 chairs, wall mounted whiteboard, LCD TV for presentations, *locker (available upstairs)
Meeting Room 2 (Downstairs)	6-8 seated	Total area: 5m x 3m	Round meeting table plus 4-6 chairs, plus 2 armchairs and small coffee table. There is also a whiteboard. *locker (available upstairs)

Accessibility / Lifts

NNC is an accessible venue. There is an accessible toilet for use on the first floor, plus a lift is also available. An important point to note however, is that the small meeting rooms can only be accessed via the rear stairs after hours. This will impact anybody needing to use the lift or accessible toilet after hours. If you have booked one of the Small Meeting Rooms downstairs, and have guests who may have mobility concerns, please email roomhire@newtowncentre.org prior to your booking, to discuss possible options.

Tables and Chairs

Tables and chairs are provided for your convenience. Please do not remove them from the room that they are in. Each room has been set up with the maximum number of chairs permissible in each room.

At no stage should any chair or table be placed in hallways or in front of fire exits, as this poses a safety hazard to other Centre users.

At the completion of your event, please ensure that all table and chairs are neatly stacked up and placed back against the wall in the location indicated. If you notice any broken or damaged chairs, tables, or other items, please report it to NNC.

Any equipment owned by NNC that goes missing or is damaged during/or as a result of your hire, will incur a repair or replacement fee.

Kitchen

You may use any of the equipment in the kitchen, including fridge, microwave etc. All equipment must be cleaned at the cessation of the hire, and put away where applicable. There is an urn available for use, if tea and coffee is to be offered to guests. We recommend you set this up in your hired room to avoid people having to access the kitchen regularly, as kitchen and bathroom doors must be kept locked at all times.

Hirers are required to provide their own tea, coffee, sugar, milk etc, plus their own cups and cutlery. No cups or plates are provided.

Gas cooking appliances are not permitted.

AV hire (Audio Visual equipment)

The Hall is fitted out with audio visual equipment. Available for use are a data projector, electronic screen, microphone, and speakers. Use of these facilities incurs an additional fee, and must be booked prior to the event. An appointment will also need to be made to visit the Centre in advance to receive instruction on its use, and to collect a key. Please note: Computer facilities cannot be provided. Hirers will need to provide their own laptop and connection cables (HDMI for data projector, and/or 3.5mm or RCA leads for speaker use only). WiFi is also not available at present.

Noise

There are four rooms available to hire at Newtown Neighbourhood Centre. Please keep noise to an acceptable level so as not to impact other people who may be hiring other rooms in the Centre. There should be no noise after midnight.

Room/Facility Usage

The following are not permitted whilst hiring our rooms.

Please do not:

- Store any equipment in the building (other than in lockers available for hire). We do not accept any responsibility for anything left behind.
- Use or do anything to the building, walls, glass, or equipment that will damage it, including hanging things with blu tack, tape, hooks, or nails, or placing tape on the floor.
- Allow your attendees to use emergency exits unless there is an emergency. The emergency exit is alarmed.
- Prop open or obstruct fire doors or any door marked accordingly.
- Use or move fire extinguishers other than in case of fire.
- Do anything that will prejudice or render void NNC's insurance policies.
- Have barbecues, light fires (including candles and incense), use fireworks or smoke
- Bring kegs or other bulk alcohol into the building
- Sell alcohol without appropriate approvals and licenses (copies must be given to the Centre) and without a security guard.
- Charge or request donations for film screenings without appropriate approvals and licenses (copies must be given to the Centre)
- Harass or discriminate against others, or do anything that is considered offensive, or obscene by community standards, or is illegal.
- Do anything that will damage NNC's reputation

Animals

Pets or other animals are not permitted in the building at any time unless they are an approved Assistance Dog. Animals in the building present a breach in the terms of our lease with the owner of the building.

End of Hire

At the end of your booking please, remove any rubbish from the Centre that does not fit in the bins provided. Leave all areas you have used clean and tidy including cleaning any spills or marks on the wall, floor, tables, and bench tops. The hall is used for dancing and the floor must not be sticky after you leave. Refer to the End of Hire Checklist available in each room or on our website at <http://www.newtowncentre.org/hiring-a-room.html>

Please also ensure all lights and air conditioners are turned off.

Safety

By using our rooms, you agree to familiarise yourself with, and make sure that all of your guests are aware of, all safety procedures and systems, including (but not limited to):

- Advising the location of all fire exits, fire extinguishers and hoses, and the assembly point
- Ensuring that hallways and exits are kept clear at all times, so as not to impede evacuation if required
- Keeping all doors to the Centre locked at all times
- Ensuring that the Centre is locked and all windows are closed and secured, when leaving the building

It is the responsibility of the hirer to have a first aid kit available at all times for the duration of hire.

Should there be an accident or injury arising through the hirer's use, the hirer must inform NNC in writing within seven (7) days of the incident. Also please refer to the "Reporting an Incident" form (available on our webpage under Room Hire).

Vehicle Access: Loading and Unloading

NNC is a great place to hold your event, with many benefits, including immediate access to public transport. Unfortunately however, onsite parking is not one of these benefits. NNC does not have any onsite parking and does not have a loading zone. This means that all loading and unloading must be done via foot/trolley from nearby street parking. No vehicles are allowed to drive up onto, or park, in the paved area along Bedford St and Australia St. This is particularly important in Australia St, as this is the access lane for emergency vehicles.

On Saturday, NNC holds a community market out the front of the Centre. Please be aware of this when entering the building, and loading and unloading goods, as this is a shared zone.

Licencing and Alcohol

If you will be serving alcohol at your event, please ensure that all licencing requirements have been met, and that you remain compliant throughout the day/night. You must have a valid Liquor Licence displayed (from Liquor & Gaming NSW) as per regulations, and only people with a Responsible Service of Alcohol (RSA) qualification are permitted to serve alcohol. If applicable, local police must also be advised.

Copies of relevant licences and approvals must be provided to NNC at least seven (7) days prior to the event. Please send these to roomhire@newtowncentre.org, together with a contact number.

No kegs or similar bulk containers are permitted, and liquor sales must cease 30 minutes prior to the end of the booking period. No alcohol is to be consumed outside the venue. The sale, supply and/or consumption of alcohol in NNC's facilities to minors is prohibited and may result in police action.

Legal

Third Party Rights

The room hirer warrants that the activities for which the room is hired do not infringe the rights, including copyright, of any third party.

If Newtown Neighbourhood Centre becomes aware of any potential infringement of a third party's rights deriving from this booking, the booking will be cancelled.

The hirer will indemnify Newtown Neighbourhood Centre Inc. for any claims made by a third party for infringing their rights, including copyright.

Indemnity

The hirer hereby agrees to indemnify and keep indemnified, Newtown Neighbourhood Centre from and against all actions, claims and demands of every kind resulting from any personal injury, loss or damage to any property occurring during the course of the subject event and acknowledges that Newtown Neighbourhood Centre shall be under no responsibility or liability for any personal injury or damage to any property occurring during the course of or as a consequence of the hiring.

The hirer acknowledges that if any of the NNC procedures are breached it will jeopardise any access to the NNC facilities in the future.

Clearances

If using the rooms/hall to conduct regular classes or meetings, then all legal checks must be in place eg Police checks, Working with Children Checks, accreditations, licences, or any other legislative requirements for the given industry, purpose, or activity.

NNC Contact Details – Room Hire

Email: roomhire@newtowncentre.org
Phone: 02 9564 7302 (Monday to Thursday 7am to 3pm)
After Hours Emergency: 0428 833 874