



Room Hire FAQs

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General FAQs

What room availability is there?

The Newtown Neighbourhood Centre has a small meeting room (Anastasia’s Room, carpeted with a central table and chairs), a medium-large carpeted room with AV equipment (the Rainbow Room), and a large hall with wooden floors, AV and microphone equipment (Gadigal). There is also a courtyard with an AV system (concrete surrounded by grass and trees). All room hirers also have access to the internal courtyard, from which the kitchen and bathrooms can be accessed.

Where does the money from room hire go?

The income we get from hiring out our spaces is directed back into the programs that are run by the centre – English classes, parents and bubs groups, and early literacy programs, amongst others.

Can I move the furniture out of the room during my booking?

No. Moving the furniture out of the room will present a hazard in the hallways and leaves the equipment vulnerable to theft. In the larger spaces, the furniture is stackable and foldable, meaning that it takes up very little space around the perimeter of the room. In the small meeting room, you may move the furniture inside the room, but return it to its original setup at the end of your hire period.

Can I park outside your centre and unload my gear?

Room hirers can pull up in the Centre’s car park (entrance on Darley St) to unload. The centre’s staff are coming and going throughout the day, so the car cannot be left unattended, lest it block our staff in, and you will need to move the car as soon as your equipment is inside. Room hirers can park in the car park after hours and on weekends, so long as the cars are removed by the following morning. There is plenty of unpaid parking in the streets around the centre – please take note of the time limits. Upon leaving the carpark please replace the bollards.

Newtown Neighbourhood Centre

Why can I not book a room after 10pm?

The Newtown Neighbourhood Centre is leased from the Inner West Council, who stipulate that there not be activities after 10pm in the building.

Using the Customer Portal

How do I book a room?

Navigate to <https://app.newtowncentre.org/customer/booking> and sign up for an account. When this is created, you will be sent a confirmation of your successful sign-up. Then, when you log in, you will be taken to your account, from where you navigate to the room hire page, and can see what time slots are available for each room. Click on your desired time slot, and this begins the booking process. Upon completion of the form (which includes payment as the last step) your booking is automatically confirmed, and the bond payment (which will be requested 7 weeks before the hire date, or if you are making the booking less than six weeks in advance, it shall be requested at the time the booking is made).

In your account, you can also view your past and upcoming bookings, PIN code, invoices, and uploaded documents.

Adding AV or locker hire to an existing booking

To add AV or locker hire to an existing booking, please email roomhire@newtowncentre.org, or call 9564 7302. These will be manually invoiced.

How do I change my booking?

You can add time on to an existing booking by making a second booking for the time slot you wish to extend into. No further bond will be requested. To change the date of a booking, the original booking must be cancelled, and the new booking can be made. This is all done online, with instructions found on our website, in the room hire information page. Please check to ensure your new room hire slot is available before cancelling the original booking. The bond refund will be made 7 days after the booking cancellation, so new bookings will require a new bond.

Can I reserve a room and confirm the reservation later?

You cannot reserve a room for one-off use, as the booking system includes payment as a final step. The cancellation period with full refund is 14+ days prior to the room hire date.

How far in advance can I make a booking?

Booking can be made a year in advance. For bookings further in advance than this, please email roomhire@newtowncentre.org.

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Cancelling a booking

To cancel a booking, login to your online account and under the Bookings drop-down menu, select "View Future Bookings". On the line showing your upcoming bookings, there will be a yellow button labelled "Cancel Booking". Click this to cancel.

To cancel recurring bookings (individual dates, or all), go to Bookings>View Recurring Bookings, select the series, and press "Cancel Booking". This will then give you a list of bookings, so you can individually select which ones you wish to cancel.

Cancellations made 14 or more days in advance of the hire date will receive a full refund, while those made less than 14 days before the hire date will not be eligible for refund. There is no longer a cancellation fee. A popup will show you if you are eligible for a refund or not, before you complete the cancellation of your booking.

Bonds for single-event bookings will always be returned in full upon cancellation, while ongoing bookings will have the bond retained until the cessation of the run of bookings. Bonds are released within 7 days of cancellation or hire completion.

The "View Future Bookings" page will display all future bookings, including those that you might already have cancelled. The SportLogic system keeps a record of all transactions, and clearly shows their status. Cancelled bookings will have a yellow banner next to them notifying you of their cancelled status.

What documents might I be asked to upload?

If you have your own insurance, you will be asked to upload it when you are making your booking. Once the document has been approved by room hire, you will not be asked for it again until the current one expires.

Should your event involve alcohol, childcare services, or contact sports, you will also need to upload the relevant documentation (e.g., RSAs), within a week of your hire date, at the latest. You will receive an email explaining what you need to upload soon after you receive your booking confirmation email. For information on what documents you need to upload, please refer to our [Room Hire Terms and Conditions](#).

To upload documents, go to the My Bookings>Certificate of Currency drop-down menu option. When uploading documents, label them appropriately before uploading them (i.e., Certificate of Currency, RSA 1 of 2).

Accessing Your Room

How do I get access to my room?

Your PIN code will grant you access for the duration of your room hire, and 10 minutes prior and post-hire.

The Centre's front door, side gate, outer courtyard divider gate, the internal courtyard door and the room booked can be accessed by entering your PIN code into a numeric keypad. The keypad will be attached to the wall, close to each door. Codes will be a 5-digit PIN, after which you press the enter arrow button on the bottom right. When the light turns green, the door is unlocked.



How do I get a PIN?

Your PIN code will be sent to you in your booking confirmation email, to the address in which your account was made. If you do not receive this email, check your Junk Mail inbox.

Your PIN can always be viewed by logging into your room hire account, where it will be visible on your profile page

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Will the PIN change?

Your PIN code will be individualised to your account and remain the same unless you request it be changed, or in the case of a suspected safety breach.

If you think your PIN has been disseminated outside of your group, or if it is old and you would like to get a new one to prevent previous group members from accessing it, just send an email to roomhire@newtowncentre.org. Please note – this may take a week to organise.

Can I give the PIN out prior to my event?

Yes, but only in certain circumstances. Your PIN is unique to you, and to your booked time and room. It will only allow access at the time and day booked, and only to the specific room booked.

If you know in advance who will be attending (e.g., for a birthday party or regular class or meeting), you can provide the PIN to your guests prior to the event. This will allow them to access the main gate and doors when they arrive. However, if you have booked a room for a large function, and you do not know all the guests, you should not give out the PIN in advance as this may create a safety issue. In these cases, it is recommended to greet them at the main entrance or ask them to use the intercom.

Can I publish the PIN on my website, Facebook page, or in a newsletter?

No. Even though we encourage you to give your PIN to your expected guests, publishing it on a website, social media site, or newsletter which is open to the public, creates a security risk. You should treat your PIN as a key to be given to your *known* guests, but not as an open pass to everybody.

What will happen if my meeting/event runs over time?

It is important that you book sufficient time to cover your needs, including any set up and pack down time. As your PIN is time restricted, you will not be able to access any of the doors outside of your booked time. We encourage you to review any current bookings you may have to ensure that you will have adequate time. If you need longer, you can add time online (minimum extension is half an hour), without any additional bond being requested.

Where are the intercoms located, and how do I use them?

There is a central intercom attached to the outside wall next to the main entrance door. This has buttons to call Gadigal and Rainbow Room, and a speaker and microphone to enable conversation. There is a receiver inside each of the large rooms, attached to the wall closest to the entrance.

To provide access to your guests, press the button on the receiver and speak to them to confirm who they are, and then just press the release button on the intercom, which will temporarily unlock the front door for them to gain access.

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Can I leave the front door open to allow my guests to access the Centre?

No. This is not permitted, and to do so will be to act against the agreed Terms of Use. For the safety of those using the Centre, it is important that the door remains locked at all times. An intercom has been installed to assist with overcoming any inconvenience regarding this.

What happens if I leave any of the doors open?

If you prop doors open using a doorstop or other such object against the door, or by tampering with the lock, we will be alerted via an instant notification. This will allow us to either lock the door remotely, or to follow up the following day regarding breaching our Terms of Use. People found forcing doors open may be prevented from hiring rooms in the future. This is a safety issue, and it is essential that all doors be kept locked.

Bond, Payment Methods and Discounts

Bond

Bond is due 6 weeks before the room hire date (or straightaway if the booking is made less than 6 weeks in advance). For recurring bookings paid by Direct Debit, bond will be charged at the time of booking, from the direct debit account.

Bonds will be refunded automatically 7 days after the date of the room hire.

How do I pay for my booking?

Payment is the last step in the booking process, and can be made by bank card. For bookings of 10+ sessions, payment can be made by card upfront, or by Direct Debit (Direct Debit from bank accounts incur fewer bank fees than payments made from a credit card, and allow us to put more money towards continuing our charitable works)

Can I still pay by invoice?

Can I still pay monthly?

Payment can no longer be made by invoice, as payment is part of the booking process. For recurring booking of 10+ sessions, payment can be made upfront (garnering a 12.5% discount on the room hire fees) or via fortnightly direct debit.

Discounts

The Newtown Neighbourhood Centre is a registered charity and the funds from room hire help us to continue with our charitable work. Not-for-profit organisations must be registered with the ACNC to be eligible for our charity discounts.

Charity discounts of 30% are applied to bookings for organisations registered with the ACNC Charity Register. When you sign up to the customer portal, provide the details of your charitable status and ABN, which will be automatically cross-referenced with the ACNC website, so your discounts will apply from your first booking. The discounts will automatically be applied to your room hire fees, so the final costs you see on your invoice in the last step of the booking process will represent the

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discounted cost. If you become a charitable organisation after you sign up for an online account, you can still register your charitable status by emailing or calling us with your details.

If you book 10 or more sessions in one go, and pay upfront, you will receive a 12.5% discount. Should you pay for the sessions with Direct Debit, the discount will not be applied.

Discounts are applied to room hire fees, and are not applied to AV or locker hire, or to bond.

What options are available if I cannot pay for my booking upfront?

For bookings made more than 7 weeks ahead of the desired room hire date, bond will not be requested until 7 weeks prior to the booking date.