

Uniting Venues Booking Conditions



Schedule 1 For – North Parramatta

A **BOOKINGS**

A1.1 **Making a Booking** – Bookings may be made with the Booking Office but must be Confirmed within 14 days of the initial booking request. Unconfirmed Bookings may be cancelled without notice once the Confirmation Date has passed, unless prior arrangement is made with the Booking Office. If a booking is not required, please advise the Booking Office at your earliest convenience so other groups can book the facilities.

A1.2 Bookings usually run from 9am until 5pm or from 6pm until 9pm.

A1.3 Guests are only permitted to access the areas that they have been allocated.

A2 **Booking Acceptance and Confirmation**

Whilst Uniting Venues is a Christian organisation we welcome bookings from a wide range of people and groups, including other generally recognised and long-established faiths. However, the General Manager of Uniting Venues has the right to refuse or cancel bookings, within the limits of the law, from any group whose activities are deemed to be inappropriate for our venues.

Bookings are Confirmed only when the signed Booking Contract and the specified Deposit are returned to the Booking Office. A letter of Confirmation will be sent upon receipt of the above. No other form of communication is recognised as Confirmation of a booking.

A3 **Minimum Booking Charge** - The minimum charge for a group is any accommodation used **PLUS**:

- Auditorium - the cost for 35 people at the per person rate shown on the group's Booking Contract.
- Bulayu House - the cost for 10 people at the per person rate shown on the group's Booking Contract

A4.1 **Variations to Arrival and Departure Times** may be made by arrangement with the Booking Office. If groups wish to arrive earlier and/or leave later, this can be arranged at an additional charge.

A4.2 Day groups who extend their use of the facilities past 5:30pm and Evening groups who extend their use of the facilities past 9:30pm without prior arrangement will be charged \$80 per additional hour or part thereof.

A5 **Accommodation Check In/Out Times** – Group members using accommodation rooms may check in from 2pm on the day of their arrival. Group members using accommodation rooms must check out of their accommodation by 10am on the final day of their stay to enable the accommodation rooms to be cleaned.

B **CHANGING BOOKING DETAILS**

B1 **Increasing the Number Booked** - Requests to increase the Number Booked must be made in writing to the Booking Office and will be accommodated if possible.

B2.1 **Decreasing the Number Booked** - Requests to decrease the Number Booked must be made in writing to the Booking Office.

B2.2 The Number Booked can be decreased until 2 calendar months out from the Arrival Date shown on the group's Booking Contract without penalty. If the decreased number reduces the charge for the booking to below the Minimum Booking Charge, the Minimum Booking Charge will apply.

B2.3 Within 2 calendar months of the Arrival Date shown on the group's Booking Contract the Number Booked cannot be decreased and the Final Number & Cancellation Policies will apply.

B2.4 Determination of whether the request to decrease the Number Booked is more or less than 2 calendar months before the Arrival Dates shown on the group's Booking Contract will be based on the date a written request is **received** by the Booking Office.

B3.1 **Changing Booking Dates** - Once a booking is Confirmed, meeting spaces and accommodation (if booked) are reserved for your group. Dates may be changed until 4 months out from the Arrival Date shown on the group's Booking Contract without penalty, subject to availability.

B3.2 Where groups wish to change dates within 4 months of the Arrival Date shown on the group's Booking Contract this will be considered a Cancellation and a rebooking. Charges will apply as per our Cancellation Policy.

C FINAL NUMBER POLICY

C1.1 It is the responsibility of the Organiser to complete the Final Numbers Form and return it to the booked Venue at least 14 days before the Arrival Date shown on the group's Booking Contract. These details confirm a group's Final Number. As catering, staffing and accommodation (if used) arrangements are made based on these numbers, you will be charged according to this information even if the number of people who attend is fewer.

C1.2 If the completed Final Numbers Form is not returned to the booked Venue at least 14 days before the Arrival Date shown on the group's Booking Contract, then the Number Booked shown on the group's Booking Contract will become the group's Final Number.

C1.3 If a group increases their Final Number within 14 days of the Arrival Date shown on the group's Booking Contract and/or upon arrival then the group will be charged an additional \$10 for each extra person to cover the increased costs of catering and staffing on short notice. Where a group increases their Final Number, the increased number will become the group's Final Number. The group will be charged according to this Final Number even if the number of people who attend is fewer.

C1.4 If a group's Final Number is less than the Number Booked then the charge will be **the greater of:**

- The group's Final Number at the relevant rates, less the deposit already paid.
- The Minimum Booking Charge, less the deposit already paid - (see A3)
- If the Final Number is less than **80%** of the Number Booked, the charge for:
 - i. The group's Final Number at the relevant rates, less the deposit already paid **PLUS**
 - ii. The difference between the Final Number and '80% of the Number Booked' multiplied by the per person rate shown on the group's Booking Contract.

D CANCELLATION POLICY

D1.1 Penalties apply to all Cancellations. All Cancellations must be advised in writing to the Booking Office. The Cancellation date will be based on the date written advice of the Cancellation is **received** by the Booking Office.

Time period between the Cancellation Date and the Arrival Date shown on the group's Booking Contract	Penalty
AUDITORIUM & BULAYU HOUSE BOOKINGS	
over 2 calendar months	Forfeit of 100% of the Deposit paid.
over 1 and up to 2 calendar months	Cancellation Fee equal to - the Per Person rate on the group's booking contract multiplied by 50% of the number booked
up to 1 calendar month	Cancellation Fee equal to - the Per Person rate on the group's booking contract multiplied by 80% of the number booked
GARDEN ROOM BOOKINGS	
over 14 calendar days	Cancellation Fee equal to - 50% of the total cost
up to 14 calendar days	Cancellation Fee equal to - 100% of the total cost
ACCOMMODATION BOOKINGS	
over 7 calendar days	Cancellation Fee equal to – one nights accommodation.
up to 7 calendar days	Cancellation Fee equal to - 100% of the total cost of accommodation.

D1.2 Where a Cancellation Fee is charged any deposit already paid will be subtracted from the total.

E ORGANISER RESPONSIBILITIES

E1 **Final Numbers Form** must be returned completed to the Venue at least 14 days before the Arrival Date shown on the group's Booking Contract. (Please also read Section C – Final Number Policy)

E2 **Upon Arrival and Throughout the Booking** the Organiser is responsible for:

- Making contact with Venue staff immediately upon arrival to "check in".
- Conveying the Centre's rules and procedures to any attendees absent from the introductory talk (e.g. late arrivals)
- Completing the Guest Register, noting all guests (and their room number if accommodation is booked).
- Liaising with the Venue Staff.
- Ensuring that group members under 18 years of age have the necessary parent/guardian consent.
- Managing all members of the group. Venue Management reserves the right to ask any person who does not abide by the rules of the Venue to leave the site.

E3 **First Aid** - It is the responsibility of each group to provide it's own First Aid equipment and officer. In the case of an injury or illness the group leader must fill out an Incident Report Form contained in your information pack and give a copy to Venue Management.

E4 **Noise** - In consideration of neighbours and other groups who may also be using the site, the noise must be kept to a reasonable level at all times. Noise must be kept to a minimum between 10pm and 7am. Groups are encouraged to socialise quietly and sleep between these times.

E5 **Electronic Equipment & Pianos** are only to be used as part of a group's program. Group leaders should ensure that people using electronic equipment and playing the piano have a reasonable level of skill and take appropriate care. Note that the Property Damage and Loss policy applies.

E6.1 **Property Damage and Loss** - All breakages and losses of the Centre's property or equipment are to be reported immediately to Venue Management. The cost of repair/replacement will be invoiced to the group.

E6.2 The Venue takes no responsibility for the loss or damage to personal or group property.

E7 **Cleaning** - If, due to the state in which the facilities are left, extra time is required to be spent cleaning, an additional cleaning charge will apply.

E8 **Balance of Payment** for use of Uniting Venues is required on the final day of your booking. Any deposit will be deducted from the final account. Cheques should be made payable to 'Uniting Venues'. The group will be invoiced for all facilities, services and accommodation provided by Uniting Venues. One invoice will be issued and multiple payments will not be accepted.

F SAFETY

F1 **Emergency Procedure Notices** are posted throughout our Venues and guests should make themselves familiar with the arrangements in case of an emergency.

F2 **Fire-Fighting Equipment** - Fire extinguishers and hoses are located around the site. These are not to be tampered with or removed (penalties apply).

F3 **Fires** – No fires or barbeques are to be lit by guests.

G DRUGS

G1 **Smoking** - Smoking is not permitted within any of the buildings or in the bush. Smoking is permitted outdoors only. Please make sure all butts are extinguished and placed in bins.

G2 **Alcohol** will only be permitted on site in some circumstances and with the prior written consent of the Venue Manager.

G3 **Illegal Substances** are not allowed on site.

H ENVIRONMENT

H1 Flora & Fauna must not be disturbed so the natural beauty of the site can be preserved.

H2 Animals, with the exception of guide dogs, are not to be brought onto the site.

H3 Christian Materials & Signage - Uniting Venues is an activity of the Uniting Church in Australia, which is a Christian organization. We welcome a wide range of people and groups to our Venues, noting that symbols, posters, notices, plaques & pictures belonging to the Centres are not to be covered or removed.

H4 Promotional Materials may not be displayed in the North Parramatta Venue without the prior approval of the Facilities Manager.

H5 Behaviour & Activities that may offend others and that are not generally acceptable in a public place are not permitted at our centres.