

## BOOKING PROCESS

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### How to Reserve a Community Facility - Casual Basis

Information on North Sydney Council's community facilities can be obtained by accessing our website at [www.northsydney.nsw.gov.au](http://www.northsydney.nsw.gov.au)

#### **BOOKING PROCESS**

All community facilities can be booked through the Booking Officers. Officers are available for enquiries and bookings from:

Monday to Friday between 9.00am to 5.00pm  
Telephone: (02) 9936 8200 or (02) 9936 8427

#### **HOW TO RESERVE A FACILITY**

To hire a community centre, you must first apply in writing. To do this, you need to complete the application form which is available on Council's website or by contacting Council's Booking Officers.

Please ensure all details of the application form are completed or it may delay the hire process.

Council does not accept tentative bookings. Venues cannot be reserved until Council has received a completed application form and payment in full.

#### **BOOKING CONFIRMATION**

All bookings are confirmed in writing. A copy of your approval letter will be emailed to you. The original (on Council's letterhead) will be mailed along with your receipts the following day.

#### **PUBLIC LIABILITY INSURANCE**

All hirers must have Public Liability insurance. If your booking is on behalf of a company, you will need to provide your own insurance. If your booking is on behalf of an individual, you will need to pay a 'casual' insurance fee (currently \$55.00).

For hirers that have their own Insurance, their policy must include \$20 million Public Liability Insurance (min) and be in \$AUD.

## **BONDS**

Some facility bookings require the payment of a bond.

The bond will be refunded within 14 days by EFT subject to:

- The hall being left in a clean and tidy condition (similar to that at the commencement of the hire).
- No structural damage to premises, fittings or equipment being caused.
- No additional usage of the facilities beyond the original hire arrangement.
- Vacate by the time specified on the application form.

**N.B.** Failure to leave the premises at the agreed time will result in \$100.00 (min) being retained from the bond.

## **AMENDED/CANCELLED BOOKINGS**

A flat fee of \$25.00 will apply to all bookings that need to be amended after they have been confirmed in writing.

## **CLEANING UP**

Consideration must be given to any setting up/cleaning up within the timeframe reserved (i.e. the 'set-up' time is included in your hall hire period and is therefore chargeable).

**N.B.** Cleaning equipment is not provided at the centre.

## **COMPLAINTS**

Contact Council if you experience any problems. If you need to contact a Ranger urgently, telephone 9936 8100 (i.e. Council's main switchboard number). Your call will then be diverted to an off-site call centre. On receipt the operator will immediately forward the details to the Ranger on duty.

## **DISPUTES**

To be fair to all hirers, it is essential that booking times be strictly adhered to. Any hirer overstaying their confirmed booking time will be asked to leave and will be invoiced for the extra time. It is a hirer's responsibility to call a Ranger should a dispute arise.

## **LOST ITEMS**

Council cannot be held responsible for the damage or loss of equipment left on the premises.

**PUBLIC LIABILITY INSURANCE - REGULAR HIRERS**

A copy of your Certificate of Currency must be forwarded to Council immediately upon renewal. Failure to comply may result in your booking(s) being cancelled.

**REFUNDS**

If you cancel your booking, Council will retain (\$50.00-\$100.00)\* processing fee.

\*The amount depends on the resource booked.

**SECURITY**

On your departure, ensure that the lights, heaters and/or fans are switched off. In addition, you must secure all windows and lock all doors. There is no need to wait for a Ranger to inspect the premises on the cessation of the booking.

**ACCESS**

A Ranger will open and close the facility according to the booking schedule. There is no free usage of the facilities for set-up time; normal fees will apply. Consequently, this should be taken into consideration when making a reservation.

**RESTRICTIONS**

Functions for persons between ages of 16-25 years must have a security guard present.\*

\* *Security guards must be registered and accredited. Functions must be registered with local police prior to lodging your application.*

Provide written evidence you have engaged the services of a professional security guard when lodging your application.

If you have any further questions, contact Customer Service Centre on phone 9936 8200/9936 8427.