

CASUAL VENUE HIRE: Frequently Asked Questions

Q: What are the confirmation and payment terms of my venue hire booking?

A: Your venue hire is confirmed upon receipt of a:

- completed booking Application Form; and
- 20% deposit of full venue hire fee being paid within seven (7) working days of receiving your completed Application Form.

Other payments terms include:

- balance of venue hire fee paid in full at least fourteen (14) days prior to the event date.
- bond paid in full seven (7) days prior to the event date.
- proof of Public Liability Insurance (amount not less than \$20 million) if you are providing your own insurance.

Q: What is the cancellation policy for the venue hire?

A: If you cancel your venue hire, Council may retain a portion of the hire fee. The cancellation fee is determined as follows:

- where notification of cancellation is received in writing at least thirty (30) days prior to the event date, the deposit and any payments made will be refunded.
- where notification of cancellation is received in writing between thirty (30) to seven (7) days prior to the event date, the amount to be retained by Council will be the full 20% deposit amount.
- cancellations of less than seven (7) days' notice receive no refund - full Hire Fees apply.

Q: What is included in the hire price?

A: Included in the hire price are room(s), tables, chairs, and any hire equipment agreed to in the Hire Agreement Form. If the use of the commercial kitchen is required for the event at the Venue, the Hirer must indicate that on the Application Form.

Q: I need to provide Public Liability Insurance how do I do this?

A: For those hirers without \$20 million public liability insurance, you may purchase cover under Council's insurance for a one-off small cost. If you are charging an entrance fee to your event you may need to provide your own insurance coverage.

Q: Does hire include access to audio-visual equipment?

A: Some venues have audio-visual equipment available for use at no extra cost. Ensure you have discussed your needs with our friendly venue staff to ensure the venue is appropriate for your needs.

Q: Do I have to hire the venue for time to set and pack up or only for the function hours?

A: Yes, the hours you book the venue must include the time you, or any contractors, will need for setting up and packing down your event, and venue cleaning to ensure it is left in a reasonable and clean condition.

Q: Can I put my own signage and/or decorations up?

A: Yes, ensure you book the room with enough time to put the signage/ decorations up and remove them at the end of the function. You must not use glitter, confetti, or similar, thumbtacks, staples, packing tape or like to fasten display material on walls.

Q: Can we use the kitchen facilities?

A: A commercial kitchen is available at some of the Community Centres and Activity Hubs. If you require the use of the kitchen, you must indicate this on your application form and extra charges will apply to cover cleaning costs. Other Venues have a kitchenette available as part of the overall hire costs.

Q: Can we bring food into the Venue during the hire?

A: Yes, you can bring food into the venue.

- If selling food or drink at the event you must be registered with Foodtrader, and proof of registration provided to the Booking Officer a minimum of seven (7) working days prior to the event.
- If you are engaging a caterer, you must supply the caterers Statement of Trade and Public Liability Insurance to the Booking Officer a minimum of seven (7) working days prior to the event.

Q: Is cutlery, tableware and/or tablecloths included in the hire fee?

A: No, cutlery, tableware and/or tablecloths **are not** included in the hire fee. Hirers are responsible for supplying all catering requirements. Some venues may have access to plates, cups and glasses so please check with the individual centre regarding availability and numbers.

Q: Can we bring alcohol into the venue during the hire?

A: Yes, however you must understand your responsibilities under the Liquor Control Act. Any fines for non-compliance are the responsibility of the hirer.

If alcohol is to be sold or served at the venue for hire, you must:

- Contact and obtain the appropriate permit from the Victorian Commission for Gambling and Liquor Regulation (VCGLR) for the appropriate liquor licence. Visit <https://www.vic.gov.au/liquor-legislation-and-regulations> or 1300 182 457.
- provide a copy of the liquor licence to the Booking Officer seven (7) working days prior to the event date.

Q: We want to have caterers and external entertainment at our event – what do I need to know?

A: You will need to provide the businesses name, the activity they will be undertaking, the expected time of their arrival and provide Council with a copy of their Public Liability insurance. Caterers must provide Council with a copy of their Statement of Trade. All contractors must have any electrical equipment tested and tagged

Q: What is the role of the Duty Officer?

A: Council has the right to direct when a Duty Officer is required for a function. The Duty Officer is the main interface with all hirers, contractors, and guests on the day of the event.

The Duty Officer is responsible for the room set up/pack up (not cleaning) and smooth delivery of event requirements and giving advice on event parameters.

The Duty Officer will also carry out inductions for users of the facility prior to events and be a point of contact in an emergency.

Q: How will I know where everything is during my hire?

A: If a Duty Officer is present, they will be your contact for the event. If no Duty Officer is present, you or a designated person must complete an induction during business hours prior to the event. This person/s must be present during the hire. The hire cannot proceed without this induction for safety reasons.

Q: What do I do with the rubbish from my event?

A: All rubbish and waste must be removed from the room(s) and disposed of in the appropriate external bins. No rubbish or waste is to sit outside the external bins and must be removed from the venue by the hirer.

Q: What cleaning am I required to do after the event?

A: Whilst Council ensures that the venue is professionally cleaned on a regular basis, the Hirer will be liable for any additional cleaning costs if a Venue is left in an unclean state. The Hirer must ensure:

- all room(s) included in the hire are left in a reasonable and clean condition as they were found.
- all tabletops, benches and like surfaces used are wiped down and cleaned.
- all personal property including decorations are removed from Venue.
- all rubbish and waste are removed from the room(s) and placed in appropriate external bins.
- the commercial dishwasher (if used) must be emptied and left clean and switched off.
- the stove, (if used) is turned off.

Q: When do I get my bond back?

A: Council requires a bond to cover payment for any possible damage, loss, or cleaning costs or if the event has gone over the agreed booking time. Provided the event runs within the agreed booking time and there is no damage to the facility, fittings, furniture or equipment; no non-urgent call outs during the booking; and no cleaning or maintenance of a non-routine nature is required after the relevant function, the full bond amount will be refunded. Cash or cheque payments can be returned within the next 1-2 business days. Please allow up to 28 days after the function for the bond refund to be processed.

