

Terms and Conditions for hire of Holden Street Neighbourhood House Inc.

Introduction

Thank you for choosing to hire Holden Street Neighbourhood House (Holden Street) venue. The success of Holden Street venue hire depends on hirers meeting the Terms and Conditions of Hire. This ensures all hirers, facilitators and guests have a safe and enjoyable experience. Please read the Terms and Conditions carefully, as on completion of the Venue Hire Application form, you will need to agree to comply with all Terms and Conditions.

Covid health requirements and record keeping

The hirer will need to comply with the current Covid Health requirements as determined by the Victorian Government and as advised by the Holden Street staff.

Should a guest or participant inform you that there was positive Covid case in attendance at your booking, it is the hirer's responsibility to inform all guests and participants of this occurrence. In addition, please advise staff at Holden Street asap.

Payment for hire of Facilities – see website for current costs

Casual Booking (e.g. Party hire, conference etc.)

Once the booking application has been approved, hirer's may pay via electronic banking or by attending the office and using the *Square* facility. A receipt will be generated and emailed to the hirer. The booking is not confirmed until full payment has been made. Payment is requested at time of Booking.

Recurring/permanent bookings Invoices will be generated by our Finance Officer for tax purposes. Organisational/Company Hirers will be required to provide us with a copy of their Public Liability Certificate of Currency prior to approval of the booking. If the activity that the hirer is running involves children, a copy of the attending facilitator(s) Working with Children Check will be required with the application.

Key Bond

A standard key bond payment of \$100 is required for bookings. Parties for adults where alcohol is served requires a \$300 bond. The Key Bond should be paid IN CASH at the time of key collection. If bond payment is made via EFT or EFTPOS, then the return of the bond may take up to 14 days, depending on your banking institution.

The bond amount payable may be increased at the discretion of Holden Street. The bond will be refunded within 14 days from completion of the hire, provided the hirer has complied with all aspects of the Terms and Conditions.

The bond may be retained by Holden Street to cover the costs of the following

- Damage to the building or equipment
- Loss of or no return of keys
- Additional cleaning of the facility (inside or outside)
- Access to the facility outside of the booking period
- Any other cost incurred due to a breach of hire conditions (see below)
- Unnecessary call-out of Holden Street's staff or representatives

Should the costs incurred by Holden Street exceed the bond amount, the hirer shall be invoiced for all additional costs and will agree to pay these extra costs in a two-week period.

If a subsequent hire is unable to proceed due to a hirer's breach of Terms and Conditions, the hirer will be liable for Holden Street's loss of income.

Cancellations

Casual Booking Cancellation - Hirers are entitled to a full refund, including bond, if written notice of a cancellation is provided 14 days prior to booking date. If less than 14 days written notice is given, hirers will forfeit the hire cost, but the key bond will be fully refunded.

Recurring/Permanent Booking Cancellation - Holden Street require 4 weeks written notice of termination of permanent bookings. Any hires paid for after the 4-week notice period will be fully refunded. If a one-off cancellation is required over the booking period, 14 days written notice is required.

Cancellations with less than 14 days' notice will be charged the full rental fee.

Holden Street may cancel a booking at any time at its sole discretion without recourse by the Hirer. If this is required Holden Street will fully refund the hire charge and bond paid.

Cancellation caused by Covid - In the event of Covid sickness causing a cancellation, written notice of the sickness and request for a cancellation by the hirer to admin@holdenstreet.org.au must be received 24 hours prior to 9am on the booking date. In this instance, the fees and bond will be reimbursed.

Keys and access details

The key will be available for collection in the week leading up to your hire. The key must be collected between 9am - 2.30pm on Monday-Thursday, at which time we will confirm your understanding of the facilities and hire requirements. Arrangements for key collection outside of these times can be made by appointment only. Please contact us directly to confirm your key collection time.

Use of the facilities

Permitted use – the hirer must only use the facilities for the use specified on the application form and not for any other purpose. Only those areas specified on the application form can be used by the Hirer.

Guest numbers cannot exceed the maximum number specified in the application form. Holden Street can use its discretion to adjust permissible numbers for party bookings as required.

Time of use

The house can be hired from 6am until 10pm, unless Holden Street regular activities are in place. All hirer's must have left the property by 10.00pm. If there are complaints by neighbours about noise, there may be a reduction in the Key Bond returned.

Responsibilities of the Hirer

The hirer must be over the age of 18 years and is responsible for the conduct and safety of their guests/patrons/students whilst attending Holden Street. Hirers must remain on the premises for the entire period of their hire, whilst guests, clients, participants etc are on site. Hirers must leave the premises in a clean state. Hirers are not permitted to sub-let the house to other groups or individuals.

Cleaning

It is the responsibility of the Hirer to leave the venue in a clean condition, clean food and drink remains/spillage asap, taking rubbish with them, including empty alcohol bottles and remove all decorations.

At the end of the hire please ensure all doors, windows and gates are locked, window shades are pulled down, tables and chairs returned to original positions, and kettles and urns turned off. Failure to do so may result in bond loss.

Food and Alcohol

Hirers can provide their guests with food and a responsible amount of alcohol. The sale of food and alcohol is prohibited unless a permit has been obtained through the Liquor Licensing Commission and is provided with booking application. Reminder: Empty alcohol bottles must be removed from the property by the hirer at the end of the event.

Additional items and third parties on site

Any additional items you plan to bring on site (other than small items) must be included on your hire application form for approval. If any third parties are attending the event, e.g. caterers, entertainers, please provide a copy of their public liability/certificate of currency must be provided. Delivery of goods must be in your hire time.

Noise

The provision of amplified music must be at background noise levels only. Speakers external to a building must not be erected or used. It is the responsibility of the Hirer to ensure that participants leave the venue in a quiet and respectful manner.

Signs, notices and decorations

Sticky tape and masking tape can be used on the windows to attach sign and decorations. Confetti and glitter are prohibited.

Smoking

Smoking is not permitted within the Holden Street house and garden and the immediate surrounding areas.

Safety

Safety Evacuation Procedures are displayed in all areas. Emergency exits are marked with an illuminated exit sign and must be kept clear. Fire extinguishers are supplied in each area - these are not to be removed under any circumstances except for an emergency.

Insurance

Holden Street's Public Liability Insurance Policy covers the property itself. Any negligent behaviour breaching the Terms and Conditions by the hirer negates this cover. Holden Street is not responsible for any theft, loss, damage or injury suffered by the hirer, any guest of the hirer or any person coming onto the premises during the period of the hire. The hirer is welcome to take out their own insurance for their event.

Theft or Loss

Holden Street and its employees are not liable for any loss or damage sustained by the Hirer or any persons, firm or corporation involved in or attending an event. The Hirer agrees to indemnify Holden Street against any claims for compensation in relation to the hire of the venue. It is the responsibility of the Hirer to ensure the safety of guests and their belongings.