

Hiring Rooms at South Windsor Family Centre (SWFC)

South Windsor Family Centre (hereafter called *SWFC*) is owned by Hawkesbury City Council (hereafter called *Council*). The care and management of the building is delegated to Peppercorn Services Incorporated (hereafter called *Peppercorn*). These Terms and Conditions mirror those established by Council.

1. General

- 1.1 Applications for room bookings will be confirmed by email, letter or phone.
- 1.2 Peppercorn reserves the right to accept or refuse any applications for use.
- 1.3 The user/hirer must be at least 18 year of age - proof of age may be required.
- 1.4 The user/hirer will only use the venue for the purposes shown and for the period stated on the application form. All booking times are to be strictly observed.
- 1.5 Wireless internet access is available using a password. The password, which changes regularly, is available from Front Desk/Reception at SWFC during opening hours.
- 1.6 Only the room or rooms booked may be used.
- 1.7 Rooms that have been booked shall be cancelled in the event of any national emergency, Federal, State or Local Government elections or major Council event.
- 1.8 The use/hirer must supply all consumables.
- 1.9 Peppercorn has an obligation to maximise the number of community groups using the facility. For this reason, an application for using a room more than once a month may be declined in preference for another application by a new community group or user.
- 1.10 Peppercorn reserves the right to transfer a group to another available room. Notice of the change will be given as early as possible.

2. WHS Inductions

- 2.1 Peppercorn will provide an on-site WHS induction to the user/hirer. The user or hirer must attend this induction.
- 2.2 The user/hirer is responsible for providing a WHS induction to their participants or group members.

3. Payment of bond

- 3.1 Payment of a bond for one off hire use may not be required, depending on type and time of use.
- 3.2 When bond is required, it must be paid 10 days before using the room/s.

- 3.3 Invoices will be sent to the organisation, after booking has occurred.
- 3.4 Preferred method of payments is Cash or cheque
- 3.5 Retain the receipt of payment as proof of hire and to claim a refund of the bond.
- 3.6 For your convenience bookings may be made for a calendar year, with the understanding that fees are subject to an annual review that is aligned to the financial year.
- 3.7 Room hirers will be advised as soon as possible into the financial year (after 1 July) if fees change. Peppercorn reserves the right to vary hire charges as required

4. Refund of Bond

- 4.1 Bonds are returned in full, on the condition that:
 - there is no damage to the room/s, equipment or furniture;
 - no equipment or furniture is missing;
 - furniture and equipment are left in as-found location;
 - no additional cleaning costs are caused by the room user/hirer;
 - no Council staff after-hours or security company call-outs have been caused by the room user/hirer.
- 4.2 Groups requiring a refund of bond will need to contact the Front Desk/Reception at SWFC. Refunds will take four to six weeks to process.
- 4.3 The room will be inspected after use for damage or loss, including stains on carpet, damaged paintwork or equipment.
- 4.4 The room, including the kitchen if used, are to be left in a clean and tidy condition, with floors swept or vacuumed, floor spills cleaned up, crockery and cutlery cleaned and put away.

5. Cancellations

- 5.1 Cancellation of bookings must be made as early as possible so that other groups have an opportunity to use the room/s. Cancellations can be made by phone or email to frontdesk@peppercorn.org.au

5.2 Cancellation Charges

- 8 to 14 days prior to booked day 50% charge
- 0-7 days prior to booked day **no refund**

Care of Property

6. Furniture and equipment

- 6.1 The setting up, stacking and storage of tables, chairs and equipment is the responsibility of the user/hirer.
- 6.2 Furniture and equipment, other than that already provided, must be brought and removed by the user/hirer and will be at the expense or effort, and liability of the user/hirer.
- 6.3 Furniture is not permitted to be moved outside the building or swapped between rooms.
- 6.4 Furniture must be left as-found; either in the room or in storage areas.

7. Breakages, theft or damage

- 7.1 The user/hirer is responsible for any breakages, theft or damage to the venue or to supplied equipment and furniture.
- 7.2 Should breakage, theft or damage occur, Peppercorn must be advised as soon as possible.
- 7.3 An invoice for replacement cost will be issued by Peppercorn.
- 7.4 Where such loss exceeds the amount of the bond paid, the additional costs must be paid within 30 days of the date of the event.
- 7.5 In emergency situations call 000.

8. Signs and notices

- 8.1 May be displayed on noticeboards. Adhesive tape is not to be used at any time.
- 8.2 May be displayed on the booked room/s door using Blu-tack (or similar) only.
- 8.3 Must be completely removed after the event/activity/meeting.
- 8.4 Are not to be placed on glass surfaces or walls of the building.
- 8.5 When placed in public spaces or outdoors, must be of an acceptable standard of presentation. Displays deemed unacceptable may be removed.
- 8.6 Any freestanding signs must comply with Council regulations.

9. Decorations

- 9.1 Drawing pins, nails, screws or adhesive tape must not be used to affix decorations. Blu-tack (or similar) may be used.
- 9.2 Balloons must be tied down and are not permitted to be fixed to ceilings.

- 9.3 Candles are not to be used.
- 9.4 All decorations must be completely removed after the event/activity/meeting.
- 9.5 The cost of removal of decorations left in rooms after use will be deducted from the bond.
- 9.6 Unremoved items that trigger movement sensitive alarms will incur a call-out fee which will be charged to user/hirer.

10. Kitchen

- 10.1 Kitchen must be left in a clean and tidy state.
- 10.2 Left-over food, milk and beverages must be disposed of.
- 10.3 All items including crockery and cutlery must be washed and returned to storage.
- 10.4 Children are not to enter kitchen area.
- 10.5 No food or drink is to be sold from the kitchen.
- 10.6 Barbecues and spits are not to be used in the building.
- 10.7 No cooking is to take place in any of the community rooms.
- 10.8 Visit the NSW Food Authority <http://www.foodauthority.nsw.gov.au/> website for information on food safety regulations.

11. Cleaning & Floor coverings

- 11.1 If the venue is left in an unsatisfactory condition and requires additional cleaning, the user/hirer will be charged for this service even if the amount exceeds the total of the bond.
- 11.2 All rubbish must be placed in the bins provided. The user/hirer must take with them any rubbish that does not fit in the bins provided.
- 11.3 A vacuum cleaner is available for use and is kept in the kitchen (in cupboard).
- 11.4 Spillages which occur during room hire must to be cleaned up immediately. Supplies of paper towels may be requested from SWFC Front Desk/Reception. Stains which cannot be removed with paper towels must be reported to Peppercorn staff as soon as possible to lessen the chances of permanent discolouration.
- 11.5 Given the cost of frequent cleaning and replacement of the floor coverings the following conditions will now be applied to all Meeting Room users:
- Regular checks will be carried out by Peppercorn staff
 - Costs of spot cleaning will be passed onto room users
 - Cleaning of larger areas will incur a fee.
- 11.6 Please lift chairs and tables in all rooms as dragging furniture causes damage to the floor surface.

Regulations

12. Alcoholic beverages

- 12.1 If alcohol is being sold at a function, or served at a function where there is an entry fee, relevant licences must be obtained and conditions met. For more information, contact the Licensing Sergeant at Windsor Police Station on phone 02 4587 4099. Application forms are available at Windsor Court House from Monday to Friday.
- 12.2 You can also check current requirements at the Office of Liquor and Gaming NSW <https://www.liquorandgaming.nsw.gov.au/operating-a-business/liquor-licences>
- 12.3 If alcohol is being served on a complimentary basis at a function a **Permission to Take Alcohol into a Public Hall** form must be collected from the Licensing Sergeant at Windsor Police Station.
- 12.4 Licensees and people serving alcohol (free or for sale) at a function are required to hold a **Responsible Service of Alcohol Certificate**.
- 12.5 The user/hirer must ensure that liquor is not supplied to persons under 18 years of age.
- 12.6 Users/hirers should allow adequate time to acquire licences or training prior to the booking.

13. Smoking

- 13.1 Smoking is prohibited in all areas of the building.
- 13.2 It is the responsibility of the user/hirer to ensure that their activity or group participants comply.
- 13.3 Spot fines can be issued by Council's Regulatory Officers.

14. Safety and emergencies

- 14.1 All Doorways and Emergency Exits must be kept clear at all times.
- 14.2 Ensure that all group members are aware of Emergency Exits. Group members should be made aware of "Evacuation Procedure" notice, which is situated on each Meeting Room noticeboard.
- 14.3 For the safety of staff and the public, Peppercorn is required to conduct regular emergency evacuation exercises. These exercises may not be announced in advance.
- 14.4 Users/hirers must follow emergency warden directions at all times.
- 14.5 Tampering with the closure of doors/gates creates a risk to people and property.

Unauthorised people can enter the building unattended. This may create opportunities for unauthorised people to: hide in the building and create vandalism or acts of theft after hours; commit acts of aggravation or violence to people within the building, which after hours is quite isolated.

- 14.6 The operation of automatic doors to the building must not be tampered with in any way. Tampering, including chocking the doors open damages the mechanism and makes the doors malfunction. In turn, this costs money for the doors to be repaired. Furthermore, it may jeopardise safe operation of the doors during emergencies.
- 14.7 Call-out fees for repair of doors are a substantial cost to Council. If doors are malfunctioning the day after a room is used in the evening and a) if it is found on CCTV footage that doors have been tampered with during the evening booking, and b) the repairer advises that the cause is due to tampering, that fee will be passed onto the group responsible for the tampering.
- 14.8 All users/hirers of the Studio for workshops must ensure a safe and clean work space in the room. Appropriate safety procedures should be followed.
- 14.9 All rooms are fitted with smoke alarms. Please do not use artificial smoke machines, candles etc as these have the potential to activate these alarms.
- 14.10 Peppercorn must comply with the Work Health & Safety Act (2011) and Work Health & Safety Regulations (2011). Peppercorn staff must implement Peppercorn's Workplace Health and Safety Policy for all work practices, equipment, furniture and the work environment, of which the Meeting Rooms and their contents are part.

15. Public Liability

- 15.1 Incorporated bodies, sporting clubs, associations, commercial groups etc must have public liability insurance cover for no less than \$10 million.
- 15.2 All regular users/hirers must provide evidence of their public liability insurance prior to commencement of the hire period and provide a copy of any insurance renewal during the hire period, prior to expiry of the previous policy.

I agree to these Terms and Conditions of Use (please sign and date)