



## Room Booking Policy (RB)

<b>Section</b>	Management
<b>Contact</b>	GCC Manager
<b>Last Review</b>	May 2017
<b>Next Review</b>	May 2020
<b>Approval</b>	TBA
<b>Effective Date</b>	July 2017

### Purpose:

The purpose of this policy is to govern the resource management process associated with the scheduling of the Glenfield Community Centre's ("the Centre") ad hoc room bookings.

### Principles:

The policy is based on the fundamental principles of:

- Efficient utilisation of resources;
- Equitable and impartial allocation of resources;
- Due diligence around contractual arrangements for use of the facilities.

### Policy:

Room bookings are to be made in accordance with the following policy statements:

#### Recording:

All scheduled room hire is to be timetabled and managed by the Centre's Administration Office, with all spaces hired recorded on a week-at-a-glance calendar held in the office.

#### Exclusive and Preferential Use:

Timetabling will allow for both exclusive and preferential usage, where justified and authorised by the Centre Manager (or a suitable delegated authority).

#### Space Matched to Nature of Activity:

In scheduling room hire, priority will be given to matching the size and nature of the space with the nature of the activity and the number of persons expected in the room.

### Spaces Fit for Purpose:

There is a clear description of all spaces with details recorded of design features, facilities and suitability for various uses, the maximum numbers for each, and disability access as required under the Building Warrant of Fitness, fire regulations and any other Health and Safety considerations.

### Room Information Freely Available:

Available hire space and the characteristics of that space may be viewed via the Centre's website or is available from the Administration Office on request.

### Normal Hours of Operation:

Normal hours of hire are 8:00am to 9:00pm (the Centre closes at 10:00pm) seven days a week, all year except in the second week of January that is designated for major maintenance at the Centre, and is therefore closed for Health and Safety purposes.

### Booking Period:

Rooms are booked in increments of an hour starting on the hour or the half-hour with a half hour left between user groups wherever possible.

### Hire Agreement:

All users must complete a *Room Booking Terms and Conditions of Hire* ("Hire Agreement") that lays out the specific contractual obligations of hire (see template below). Only when this has been completed and payment made, if required, is the booking confirmed.

### First-come, First-served:

Bookings are processed on a "first-come, first-served" basis.

### Exclusive Use:

Certain days shall be set aside for the exclusive use of the Centre as part of its annual event schedule and community development programme. These are at the discretion of the Centre but must be set prior to confirmation of scheduling for the forthcoming year (normally by October).

### Expressions of Interest:

Expressions of Interest ("invitation to treat") are called for in October from individuals or groups that intend to hire space on a regular basis throughout the coming year. Advertising will occur via the Centre's website, and invitations will be sent to persons or groups that have hired space over the previous annum. An Expression of Interest does not in and of itself constitute a contract until confirmed by the Centre.

### Payments in Advance:

The Centre reserves the right to request payment in advance of hire, especially in cases of "one-off" hire and, may at its discretion; later decide to move to monthly invoicing.

### Right to Shift Rooms:

The Centre reserves the right to shift clients from one space to another, if and as circumstances may require (e.g. to reduce impact of an activity on other hire groups), although all reasonable attempts will be made to advise clients as soon as possible (if required), and to minimise disruption to their booking.

### Right to Waive Fees:

The Centre reserves the right to waive the booking fee, cancellation fee, and administration charges at its discretion. This will be decided by the Centre Manager (or a suitable delegated authority) on a case-by-case basis and is to minimise administration, encourage use of the facilities in line with the values of the Centre, and support the establishment of new groups.

### Internal Charging:

When a space is booked for use by Governance, Administration, or Early Learning Centre, there is no charge. However, if a person or group wishes to book the same space, all steps will be taken to prioritise the paying client including, if required, shifting Centre users.

### Governance to Approve Rate Card:

As part of the preparation and acceptance of the Centre's Budget, Governance must approve any changes to Hire Rates in time for the Annual General Meeting in September. Any rate changes will take effect from 1 January of the following year.

### Community and Commercial Rates:

In order to recognise and support Community and Not-for-profit hirers, the Centre operates a discounted Community Hire Rate for non-commercial users. This rate is agreed to by Governance at the same time as the rate card for the following year is ratified.

## Room Booking Procedure: Room Booking Terms and Conditions of Hire (2017)

### Welcome:

Glenfield Community Centre (“GCC”, “the Centre”) offers a range of affordable room options to hire and enjoy.

The following terms and conditions have been developed to ensure your hire runs smoothly and should be read in full and in conjunction with the confirmation letter sent and any specific terms mentioned therein. **By signing the Expression of Interest or Hire Agreement and by making payment to GCC for your hire you will be deemed to have accepted these Terms and Conditions of Hire.**

**Please retain a copy of these Terms and Conditions of Hire for your reference and if you are not on site during the hire period, a copy must be made available by you to the group facilitator for their reference ensuring awareness of the responsibilities of hire.**

This document supersedes all previous documents relating to the terms and conditions of hire.

**YOUR BOOKING IS NOT CONFIRMED UNTIL YOU HAVE ACCEPTED THE TERMS AND CONDITIONS AND HAVE RECEIVED A CONFIRMATION EMAIL OR LETTER FROM OUR OFFICE. FOR CASUAL and SOCIAL HIRERS, FULL PRE-PAYMENT MUST BE MADE.**

### General Conditions of Use:

The Glenfield Community Centre is an Incorporated Society and is independently owned. It is not part of the Auckland Council booking system.

- a) GCC may, at its discretion, refuse any application to hire and reserves the right to cancel booking(s) at any time.
- b) All hirers must be a legal entity. A legal entity is a registered group or individual who has the capacity to:
  - i. Enter into agreements or contracts
  - ii. Assume obligations
  - iii. Incur and pay debts
  - iv. Be accountable for illegal activities
- c) The person who makes the booking (or the legal entity’s representative as notified to GCC) is required to be present for the duration of the hire.
- d) The stated capacity of the hired space must not be exceeded at any time. It is the hirer’s responsibility to understand the capacity and ensure it is not exceeded.
- e) All statutory rules, regulations and bylaws in force shall be strictly observed by the hirer.
- f) It is the responsibility of the hirer to ensure the health and safety of all persons attending their event, and that the requirements of the Health & Safety in Employment Act 2015 and the Smoke-free Environments Act 1990 are met. – see further details in the “Emergency and Health & Safety” section.
- g) It is the responsibility of the hirer to inspect the venue at the commencement of the hire period to ensure fit for purpose.
- h) The Glenfield Community Centre is designed for general use. The hirer must consider the suitability of this venue for their purpose when making a booking.
- i) **No animals** are permitted on Centre grounds other than guide dogs for the visually impaired, registered companion animals or official animals of the NZ Police.
- j) The hirer must not allow any illegal activities to take place in or outside the Centre during the hire period.

- k) The hirer must ensure that a parent or designated caregiver, who is at least 18 years of age, accompanies all children under 18 years of age, at all times.
- l) Notwithstanding any other provision contained in this Agreement, GCC may refuse admission to any person or require any person attending the event to leave the Centre grounds at the sole discretion of any GCC staff member.
- m) All persons signing or accepting this agreement (whether as an individual hirer, or director or other authorised signatory of another legal entity) shall be bound personally to abide by all of the terms and conditions contained in this agreement and to fulfil all of the hirer's obligations under this agreement as a principal debtor.
- n) The applicant must furnish a permanent address and/or email to which any communications may be sent and any changes to personnel or contact details must be advised to the GCC Office as soon as possible.
- o) Nothing in this Agreement creates a landlord-tenant relationship between parties.
- p) **Sub-letting** of any part of the Centre is prohibited.
- q) The GCC Executive may, at its discretion, enter into a Special Contract between it and Users for the letting of the Centre setting out terms and conditions in addition to those stated in this document. These would be detailed in a separate Confirmation Letter.
- r) Please leave your hired space in the same or in better condition than it was when you arrived.

### Additional Charges:

GCC reserves the right to invoice the hirer for any additional charges resulting from hirers use. In addition to venue hire price quoted at the time of booking the hirer may be charged for:

- i. Any damage to the venue caused during the hire period or through any breach of the Terms and Conditions in this agreement.
- ii. Theft of GCC property during the hire period.
- iii. Any extra cleaning, rubbish removal, repair or reinstatement of the venue that GCC considers is required after the hire.
- iv. Any costs, losses or expenses that GCC incurs due to any breach of the terms and conditions in this agreement.
- v. Any unreturned key(s).
- vi. Any emergency services, security company call-out, or fire alarm activation for a non-emergency situation.
- vii. If a fire alarm is set off other than for an emergency GCC reserves the right to impose an additional fire service fee of up to \$1500 + GST and hold the hirer liable for that amount.
- viii. Auckland Council noise control units called to the Centre during hire
- ix. Any unauthorised overstay.
- x. GCC reserves the right to apply an additional charge for staff, security or cleaning call out during any hire.
- xi. The hirer will, upon demand, pay all of GCC's reasonable expenses, including cheque dishonour fees, debt collection fees and legal costs in relation to the collection of all overdue moneys.

### Alcohol:

The consumption of alcohol is **strictly prohibited** in or around the Centre grounds. Any users seen to be in breach of this will have their agreement terminated immediately.

### Amendments of hire – see Cancellation:

### Annual General Meeting (AGM):

The AGM of the Glenfield Community Centre Incorporated Society is held at 7.30pm on the 3<sup>rd</sup> Thursday of September each year. It is the expectation that each regular User Group be represented at this meeting and an Agenda will be sent out to your nominated person directly.

### Admission by Office Staff & Executive:

Any authorised member of the Office Management or Executive shall have admission to the premises, or part thereof, at all times but shall not be entitled to any privileges.

### Attendance Recording:

The User Attendance Sheet is located on a clipboard on the wall outside the Kitchen. A representative of each user group is required to complete this **each and every time** they use the Centre. This statistical information is required for our funding applications and reports.

### Auckland Council User Surveys:

As GCC receives funding from Auckland Council, management is required on occasion to pass on to Auckland Council user details including occupancy rates and ethnicity and age composition for survey purposes. Your participation in such surveys would be appreciated.

### Bookings—All:

- a) Bookings are to commence on the o'clock or half hour only.
- b) Bookings are to be in increments of one hour only (no 15 minute or half hour durations)
- c) The hirer must precisely state the type of activity to take place and use GCC only for that purpose.
- d) The hirer must use only the area or room that has been booked and confirmed.
- e) The grassed courtyard and covered walkways are not an extension of any room booked and may not be used as such.
- f) If you need to change or amend your booking, (times on the same day) please contact the GCC office. Amendment fees will apply. Change of a booking day is considered as a cancellation of the booking as a whole. Applicable cancellation notice is required.
- g) **Set up and pack down time must be within the hire period booked and being paid for. Do not arrive earlier than the booked time expecting to take possession of the room.**
- h) The hirer shall ensure that all persons have vacated the Centre by the end of the hire period.
- i) GCC reserves the right to have staff present at any time.
- j) The hirer must adhere strictly to the confirmed hire period. Failure to do so will incur additional charges and possible cancellation of any future booking(s).
- k) GCC primarily use email as way of communication for all bookings, confirmations, cancellations and general correspondence.
- l) GCC does not assume any responsibility for the receipt, deletion or failure to store email messages.
- m) Naked flames are not permitted in any space.

### Bookings—Regular Hire:

- a) A hirer who has recurring confirmed pre-booked hires during the year is a "Regular Hirer" for the purposes of this agreement.
- b) An Expression of Interest/Booking Request must be furnished and/or a Hire Agreement completed at the request of GCC staff. Once the Hire Agreement has been signed, these Conditions shall be deemed to be accepted.
- c) As a regular hirer, you are agreeing to hire for a specified period between January and December. Payments may be for the year or on invoice at the discretion of GCC.

- d) Regular hirers must rebook for new and continued use each year. Submissions of booking requests must be from the date announced by GCC. Any written application for recurring bookings received before that date will not be accepted.
- e) GCC cannot guarantee the renewal of existing regular hirer arrangements.
- f) Regular hirers may be asked to relinquish one or more of their bookings if the venue is needed for a multi-day event, elections, maintenance or to allow for better use of all rooms within GCC. In such cases, notice will be provided to the hirer.
- g) One access key is allocated to regular hirers. A fee may be charged for any additional key provided.
- h) Regular hirers who wish to add extra hires throughout the year may do so on a Casual basis and Casual Hire terms will apply.

### Bookings—Casual Hire:

- a) A hirer who makes one-off or ad-hoc bookings throughout the year is a “Casual Hirer” for the purposes of this agreement.
- b) To confirm a booking a casual hirer must complete the Hire Agreement and upon receipt of confirmation and invoice **make prepayment within 7 days.**
- c) If the payment is not made by the date given on the invoice, the booking will be automatically cancelled with no guarantee of retrieval.
- d) By making payment to GCC, the hirer will be deemed to have accepted and understood these Terms and Conditions of Hire.

### Bookings—Kitchen Hire (private use):

- a) GCC offers a registered A-Grade Kitchen facility.
- b) Private hire is available Monday to Friday between 8.30am and 3.30pm only.
- c) At all other times the kitchen is a communal space for all Centre users.
- d) GCC reserves the right to schedule classes and demonstrations outside these hours.
- e) The time setting up and the time cleaning up after must be included in the time requested.
- f) The A-Grade kitchen comprises of two ovens (with trays), a microwave, continuous supply hot water urn, two sinks, benches and refrigerator.
- g) The hirer is required to bring **all** baking/cooking equipment, utensils, oven-mitts, tea towels, dish-wash liquid/brushes, cloths etc. for use during your hire.
- h) Instructions for oven use can be found in the drawer under the left-hand oven and on the walls.
- i) If you experience any issues with the kitchen appliances advise the Office immediately.
- j) Bookings are to be in increments of one hour only (no 15 minute or half hour durations) and may commence on the o'clock or half hour only.
- k) During private hire, the kitchen is CLOSED to all other Centre users. Centre staff will endeavour to provide hot and cold-water urns for use by others. When available these will be located in the courtyard area.
- l) A cleaning caddy and vacuum cleaner can be found in the tall cupboard next to the fridge.
- m) All surfaces, ovens and hobs must be cleaned after use, including floors.
- n) **All used crockery or utensils belonging to GCC must be placed into the dishwasher, not washed by hand. It is the responsibility of the GCC cleaning staff to start the dishwasher each day.**

### Bookings—Party or Social (Casual) Hire:

- a) The hirer must precisely state the type of activity to take place.
- b) Booking is subject to function type and space available.
- c) The Centre and its grounds are an alcohol- and smoke-free area.
- d) The use of confetti, or similar, in the Centre and grounds is prohibited.
- e) Naked flames are not permitted in any space.
- f) WHITE “blu-tak” is permitted to adhere paper to walls in all rooms EXCEPT the Mission Hall PROVIDING it is removed in entirety without marking at the end of the hire period.

- g) Nothing may be adhered to the walls of the Mission Hall.
- h) Popped balloons must be removed.
- i) Hours of hire are strictly between 8.30am and 10.00pm.
- j) The Social Rate per the rate card applies.
- k) Prepayment is required within 7 days of invoicing and a Refundable Bond may be charged.
- l) Sole use of the kitchen facilities is not available outside GCC Office Hours.
- m) Hirer must provide their own rubbish bags and rubbish must be taken with them.

### Cancellation or Amendment of Hire:

We understand circumstances may cause a hirer to cancel or amend a booking however please note the following:

#### a) *Regular Hire*

In the event that the hirer wishes to terminate the confirmed agreement (including by notifying GCC of the wish to cancel any booking date within the confirmed period) one months' notice is required to avoid demands for payment.

- i. To determine "one months' notice" use the date of hire, the month prior. E.g., your booking is for 10<sup>th</sup> May – cancellation must be before 3pm 10<sup>th</sup> April etc. (Where these dates fall on a weekend or public holiday, notice must be received by 3pm the prior working day).
- ii. Where one months' notice has been received, an administration fee of \$20.00 will be invoiced.
- iii. Where one months' notice has not been received, the full hire charge will be invoiced.

#### b) *Casual Hire*

Where bookings have been confirmed and prepaid, notice must be received 14 days prior to the date of hire. (Where this date falls on a weekend or public holiday, notice must be received by 3pm the previous working day).

- i. Where 14 days' notice has been received full refund less administration fee of \$20.00 will be given.
- ii. Where 14 days' notice has not been received, no refund will be made.

#### c) *Counsellor Hire*

Counsellors booking the counselling offices are required to give 24 hours' notice of any cancellation or amendment.

- i. No-shows will be charged.
- ii. Repeated or excessive cancellation of bookings will be charged.

#### d) *Kitchen Hire*

Where bookings have been confirmed and prepaid, notice must be received **14 days prior** to the date of hire.

- i. Where 14 days' notice has been received full refund less administration fee will be given.
- ii. Where 14 days' notice has not been received, no refund will be made.

#### e) *Party/Social Hire*

Rooms for party/social hire are limited and in high demand. As such, prepayment must be made within 7 days of invoicing, and **one months' notice** is required for any cancellation.

- i. To determine "one months' notice" use the date of hire, the month prior. E.g., your booking is for 10<sup>th</sup> May – cancellation must be before 3pm 10<sup>th</sup> April, etc. (Where these dates fall on a weekend or public holiday, notice must be received by 3pm the prior working day).
- ii. Where one months' notice has been received full refund less administration fee of \$20.00 will be given.
- iii. Where one months' notice has not been received, no refund will be made.

#### f) *All Bookings*

- i. **Change of booking day is considered cancellation of the booking as a whole.**
- ii. **Each and every amendment will be charged an administration fee.**
- iii. Cancellations and amendments should be notified in writing (via email) in the first instance. Where no email is available, telephone the Office during office hours to speak to a Staff member. **Do not leave voice messages for cancellation on the answer-phone.**
- iv. Any refund due will be made to the account from which online payment was made. If the payment was not made online, any refund due will be paid as determined by GCC Management.



- v. GCC may, at its discretion, refuse any application to hire and reserves the right to cancel booking(s) at any time. This may include, but is not limited to emergencies and adverse environmental/ weather conditions when GCC will endeavour to provide an alternative space for the booking. If the alternative option is not suitable, the hire fee will be refunded or not charged.
- vi. GCC shall be entitled to suspend or cancel all or any part of this agreement, in addition to its other rights and remedies, in any of the following circumstances:
  - 1. If any cheque tendered in payment of any indebtedness of the hirer under this agreement is dishonoured upon presentment.
  - 2. If the hirer is made bankrupt, dissolved, placed into liquidation, becomes insolvent, or is removed, or is likely to be removed from the register of companies.
  - 3. If the hirer fails to meet any obligation under the agreement with GCC.
  - 4. If a receiver is appointed in respect of the assets of the hirer.
  - 5. If an arrangement with the hirers creditors is made or is likely to be made.

### Carparks – See PARKING:

### Children:

- a) Children under the age of 18 years must be supervised at all times.
- b) Children who accompany adults to the Centre must not be left outside the hired space while the adults are otherwise engaged.

### Cleaning, Damage, and Rubbish:

- a) The hirer is responsible for ensuring that the hired space is left clean and ready for the next user.
- b) This includes wiping down whiteboards and tables; restacking furniture to the specifications noted in each room; vacuuming, mopping up spills and sweeping where necessary.
- c) Any furniture moved must be returned.
- d) GCC reserves the right to levy an additional cleaning fee of **no less than \$30.00** if these conditions are not met.
- e) No equipment or furniture is to be removed from the Centre without authorisation in writing from the Centre Management.
- f) If you arrive to find your room has been left in an unacceptable condition, please inform Office Staff immediately during office hours, or after hours photograph the problem and email images with your complaint to the office at your earliest convenience.
- g) Recycle bins are provided for appropriate council-approved recyclable items only. Do NOT put plastic bags or food into the recycle bins.
- h) Rubbish created during social/party hires must be taken with you on departure.
- i) Rubbish must be removed from rooms and placed into bins situated outside the main kitchen and office.
- j) Remove used paper towels after the cleaning of whiteboards.
- k) The hirer must not use nails, tacks, screws, pins or any other instrument that will cause damage to the wall surfaces, furnishings, floors and ceiling surfaces.
- l) Cello- or other tape may not be used on painted surfaces, including the front entrance railings, and must be removed in entirety from glass surfaces at the end of the hire period.
- m) WHITE “blu-tak” is permitted to adhere paper to walls in all rooms EXCEPT the Mission Hall PROVIDING it is removed in entirety without marking at the end of the hire period.
- n) Used cups, plates and cutlery must be rinsed in the sink and placed in the dishwasher. Ladies please remove lipstick from cups before placing into dishwasher. Do not start the dishwasher; this is the responsibility of the Centre’s cleaners.
- o) Any hot water urn provided in hire space must be switched off and unplugged prior to departure.
- p) Heaters and wall units must be switched off and unplugged prior to departure.
- q) Toilet areas are to be left in a clean and tidy state.

## Discounts:

- a) Standard hire rates apply to all commercial users and to users who charge a fee for their services.
- b) GCC offers discounted rates to bonafide not-for-profit community groups, community classes and religious groups. Proof of eligibility is required.
- c) Social hire, full day and event hires will attract rates that may differ from those advertised. Quotes may be requested.
- d) GCC updates its Rate Card periodically. The current version can be requested from the Office or found on the GCC website.

## Disputes:

- a) In the event of any dispute or difference arising as to the interpretation of these terms and conditions, or as to any matter or thing contained herein, or as to the meaning of any of these items or conditions, the decision of the Executive Committee thereon shall be final and conclusive.
- b) Any engagement of any kind shall be subject to these terms and conditions herein, or which it shall be taken that the hirer is aware.

## Emergency and Health & Safety:

- a) **During Office Hours:**  
Fire Safety, Emergency and evacuation information is displayed in rooms and around the Centre. In the event of the alarm sounding during Centre Office hours of 8am-3pm, follow the instructions of the designated Building and Fire Wardens and evacuate the building to the designated Assembly points.
- b) **After Hours:**  
After Hours Fire Safety, Emergency and evacuation Procedures are reproduced in Protocol 2 at the end of this document. Two large fire hoses are located at opposite corners of the courtyard and there are fire extinguishers located in the Kitchen and Room 8. (All room keys also open the Kitchen door). There are fire alarms (of the "break glass" type) at many different locations throughout the Centre. Please familiarise yourself with these locations.
- c) **Fire Exits:**  
Fire Exits must be left clear at all times. Access to these exits, including the covered walkways must also be left clear. Chairs must not be placed in the walkways or foyer areas in such a way as to block passageway.
- d) Any hazard a hirer may encounter either as a result of any activity or physical condition must be reported immediately to the relevant emergency response by **phoning 111**, and also the Centre's designated Security Team—**Global Security Solutions** phone: **375 9000**
- e) Any non-life-threatening hazard may be reported to Global Security. Any call-out fee charged by them must be paid by the caller until liability assessed.
- f) It is the responsibility of the hirer to provide first aid supplies.
- g) White Cross Health Care has a clinic across the road at 436 Glenfield Road. At the time of writing, their hours are 8am-10pm, Monday to Friday.
- h) **Health & Safety at Work Act 2015:**  
With the 4<sup>th</sup> April 2016 implementation of the H&S at Work Act 2015, it has become the joint obligation of the GCC and those who hire and use the premises to ensure that we "eliminate risks to health and safety, so far as is reasonably practicable". Visitors and hirers of the Centre are regarded as "other persons" under the legislation and the Centre is regarded as a "workplace".  
**Under Section 46—Duties of other persons at workplace**, please pay close attention to the following and bring these requirements to the attention of your facilitators and any person attending groups run at the GCC:  
*A person at a workplace must –*
  - *Take reasonable care for his or her own health and safety; and*
  - *Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and*

- *Comply, as far as he or she is reasonably able, with any reasonable instructions that is given by the Person Conducting a Business or Undertaking (PCBU) (in this case the GCC), to allow the PCBU to comply with the Act or regulations”.*

### Furniture & Equipment:

- Hirers are responsible for setting up, cleaning and packing away any furniture and equipment used during their hire period. All furniture must be returned to designated storage area as per diagrams found in each room.
- Plastic folding trestle tables (1800mm x 750mm) and chairs are provided in each room. See the Room Hire Rate Card for specific allocations to each room.
- With the exception of the Mission Hall, all chairs provided in rooms reflect maximum capacity per room. Refer to the Room Hire Rate Card for room capacity.
- All electrical equipment brought in by hirers must display the current tag that identifies it has been tested and tagged by a qualified technician.
- Mission Hall: While licensed for 100 persons, available seating is limited to 60. Located in the Hall cupboards are 8 x folding trestle tables and 60 chairs. Owing to the use of other rooms, it may not be possible to add extra furniture. You may however arrange to bring your own or hire from a party hire company and any such agreement is strictly between you and the hire company. Arrangements must be made for any deliveries to be within the Centre office hours of 8am – 3pm, Monday to Friday. Additional charges may occur and the Centre takes all care but no responsibility for any hired or borrowed furniture arranged by you. The stated capacity of the room must not be exceeded at any time.

### Health & Safety – see EMERGENCY:

### Hours of Operation:

- Centre hours for hire are strictly 8.00am to 10.00pm, 7 days a week. Automatic alarming is set for 10.10pm, all rooms and entrance doors must be locked, and premises vacated. Any call out fee associated with alarm activation will be charged.
- The Office hours are 8.00am to 3.00pm Monday to Friday.
- The Office closes late December and reopens early January. No bookings can be made during this time.
- The whole Centre closes for one week in January each year for annual maintenance. Exact dates are determined in October, are advised to Regular users as a matter of course, and are available on request and on the GCC website.
- During Annual Maintenance Closure, absolutely no admittance is permitted to the Centre under any circumstances by anyone other than authorised site workers. This is a 24/7, 7 day shut down.

### Insurance:

- GCC does not undertake to arrange for or maintain any insurance cover, property, contents or otherwise, for the Centre for the benefit of the hirer.
- The hirer is responsible to arrange for and maintain any insurance cover they consider necessary and adequate. That includes any public liability insurance cover that is required for medium to high-risk events to protect the hirer against claims made by third parties for damage to people or assets.

### Keys & Security:

- GCC is monitored by **GLOBAL Security Solutions Ltd** (previously known as NSS North Shore Security).  
**Phone: 375 9000.**
- Automatic alarming of the Centre operates morning and evening. Hirers have no need for any alarm code.
- Rooms at GCC are locked with Security Keys. After hours’ users will require a key to access rooms after normal Centre Office hours.

- f) The allocated key will open the front and side foyer doors, the allocated room and the kitchen\* only. (\*see KITCHEN)
- g) All keys issued remain the property of GCC and are to be returned to the issuing office immediately on completion of the hire for which they were issued.
- h) Keys are not to be loaned or used in any unauthorised manner.
- i) **All keys must be signed for at the Centre Office by a person nominated by the group.** In the event of the key holder passing the key to another member of the group, full instructions with regard to security and hire responsibilities must also be passed to the new person. The signatory retains ultimate responsibility.
- j) The cost of replacement, rekeying locks and associated damage or losses should the key be lost, stolen or misused while in your possession is the responsibility of the person signing out the key.
- k) Lost keys must be reported to GCC immediately.
- l) Keys may be recalled at any time at the Centre Management's discretion.
- m) Providing prepayment has been made, Casual Hirers may uplift their room key from the Centre Office in the week prior to the hire date. It is the responsibility of the hirer to visit GCC during Centre Office hours to sign out their security key.
- n) NO reminder will be sent from GCC to advise a key is waiting for collection.
- o) Failure to uplift a key prior to your hire is not the responsibility of the Centre's Security Company and any call to them for access due to no key will be denied.
- p) In the event the hirer failed to uplift a key prior to hire date, no refund of hire costs will be given.
- q) All electrical appliances, lights, fans and heaters must be switched off and unplugged, and all doors and windows must be securely locked when the Centre is vacated.
- r) Keys must be returned to the Centre Office the next working day following your hire or as instructed by issuing staff.
- s) Charges will be made for failure to return keys as instructed.
- t) Any non-life-threatening hazard may be reported to Global Security on 375 9000. Any call-out fee charged by them must be paid by the caller until liability assessed by GCC.

#### **Kitchen—see also BOOKINGS – Kitchen Hire:**

- a) The Centre's A-Grade kitchen is a communal space unless being privately hired (see BOOKINGS)
- b) During weekends and after Centre Office hours the kitchen is to be shared by all users; however, GCC reserves the right to schedule classes and demonstrations at any time.
- c) During private hire, the kitchen is CLOSED to all other Centre users. Centre staff will endeavour to provide hot and cold-water urns for use by others. When available these will be located in the courtyard area.
- d) GCC does not guarantee access to the kitchen during your hire.
- e) Your allocated room key also opens the kitchen door.
- f) The Kitchen comprises of two ovens (with trays), a microwave, continuous supply hot water urn, two sinks, benches and refrigerator. Glass mugs, teaspoons, limited glassware and plates are available for your use.
- g) A cleaning caddy and vacuum cleaner can be found in the tall cupboard next to the fridge.
- h) Food may be reheated but the area is not to be used to cook in. Do not leave ovens or hobs unattended.
- i) All required equipment including oven-mitts, tea towels, dish washing liquid etc. must be brought with you.
- j) Continuous hot water is available on tap and cups are located in the marked cupboards.
- k) All used crockery or utensils belonging to GCC must be placed into the dishwasher, not washed by hand. It is the responsibility of the GCC cleaning staff to start the dishwasher each day.
- l) Tea/coffee/sugar/milk etc. is your own responsibility.

#### **Liability:**

- a) The hirer will indemnify GCC, its employees or agents against all claims, demands, losses, damages, costs and expenses arising from the hirer's use of the Centre or any breach of this agreement.
- b) GCC is not responsible for the loss of or damage to any of the hirer's property in or around the Centre. Any equipment/property left at the Centre is at the Hirer's own risk.

- c) GCC is not liable for any loss or expense that the hirer incurs if GCC is not able to make the Centre available to the hirer because of fire, flood, earthquake, failure or other unavailability of any building services or other event beyond GCCs reasonable control.
- d) To the extent permitted by law, GCC shall not be liable to the hirer for any loss arising under or in connection with this Agreement, whether in contract, tort or otherwise. The maximum amount of GCC's liability under or in relation to this Agreement for any loss, damage, claim or expense is limited to the venue hire price.

#### Lost Property:

- a) It is the hirer's responsibility to ensure that all items brought into the Centre are removed at the end of the hire period.
- b) GCC reserves the right to remove and if not claimed within a week, dispose of any equipment or items left at the Centre after the hire period.
- c) GCC does not take responsibility for the loss or damage to any equipment, furniture or personal item left in the Centre.

#### Mission Hall:

The Mission Hall, built in 1915, is a registered Heritage A building fronting Glenfield Road. Also referred to in this document as "Hall".

#### Noise, Neighbours and Music:

- a) Noise levels must be kept to an acceptable level at all times.
- b) Rooms are small enough that amplified sound systems should not be required, however if these are used, the volume must be such that there is no nuisance to other hirers.
- c) Other hirers are within their right to request you turn the volume down if their group is being affected.
- d) If commercially recorded music is used, it is the responsibility of the hirer to comply with all copyright requirements.

#### Parking:

- a) Centre parking is limited and we ask that all Groups be considerate of other users. GCC cannot guarantee parking availability.
- b) The Upper Carpark is designated for users of the Centre.
- c) Do not double park, or park in such a manner that will inhibit other users.
- d) There are two 10-minute spaces for our Early Learning Centre's exclusive use between peak drop-off and pick-up times.
- e) The first space closest to the Mission Hall is an Accessible Park and users must display a current parking permit.
- f) The Lower Carpark is designated for permanent Tenants and Staff only. This is a 24/7 tow-away area. Please ensure all members of your group are aware of this, as unauthorised vehicles using these spaces will be towed. The Lower carpark is not available to your group.
- g) Towed vehicles may be recovered from **Supercity Towing – phone: 443 3341**

There is ample street parking 75m east along Glenfield Road in Camelot Place & Mayfield Road, and there is a public parking lot outside the Red Cross Shop adjacent to the Dairy directly opposite the Centre on Glenfield Road.

#### Party or Social Hire – see BOOKINGS:

### Payment:

- a) All fees and charges quoted at the time of booking are current at that time and are subject to change. The GCC Board review and set fees. These are published on the GCC website.
- b) All fees quoted are GST inclusive and are in NZ dollars.
- c) Invoices will be issued for all hire and payment is due as stated on the invoice.
- d) The hirer shall be liable for the payment of all amounts owing to GCC pursuant to this Agreement, whether or not the services of GCC are supplied to the hirer or to some other person, firm or corporate body at the hirer's request, and notwithstanding that the hirer may have incurred all or any part of that indebtedness as agent for any other person, firm or corporate body.
- e) If payment is overdue, the outstanding amount will be a debt due to GCC and may be referred to a debt collection agency or other duly authorised agent. In addition, GCC may at its discretion and without prejudice to its other remedies:
  - i. Suspend for such period and subject to such terms as GCC in its discretion determines any entitlement to credit given to the hirer pursuant to this agreement.
  - ii. To the extent permitted by law, refrain from supplying any further services to the hirer until the hirer has discharged all outstanding indebtedness to GCC.

### Refunds – see Cancellation or Amendment of Hire:

### Security – see KEYS & SECURITY:

### Smoking:

The Centre and its grounds are a smoke-free area. This includes the front doorway, driveway and car parks.

### Storage:

- a) GCC does not offer storage facilities.
- b) When rooms are hired for consecutive full days, arrangements may be made to allow set up to remain in situ. Refer LIABILITY clause and liaise with Office at the time of booking.

### Tea Trolley:

- a) During Centre Office hours, a tea trolley may be requested for use in your hired space and if available will be supplied.
- b) Hot water urn, cups and teaspoons are available.
- c) All consumables (tea/coffee/sugar/milk etc.) are the hirer's responsibility.
- d) Urns must be unplugged and the trolley left outside the room after use during office hours.
- e) After hours and during weekends, urns may be relocated to the Mission Hall however MUST be switched off and returned to the Kitchen at the end of hire. NO trolley or urn is to remain in the Hall when unattended.

### Toilets:

- a) Ladies, Men's and Accessible bathroom facilities are located off the main entrance foyer.
- b) Should a plumbing emergency occur after hours please phone Global Security on 375 9000.
- c) Bathrooms and toilet areas are to be left in a clean and tidy state.
- d) Sanitary items are to be placed in the pods provided, not flushed.
- e) Place waste paper towels in the bins by the basins.

### By accepting this agreement and making a booking, I warrant and confirm that:

- I have read and understood the full Terms and Conditions of hire;
- I am at least 18 years old and have the delegated authority to accept this agreement on behalf of the hirer.

## **Audience:**

General Public, Staff

## **Legal compliance:**

## **Related procedures / documents:**

## **Document Management Control:**

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