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BOOKING REQUEST HIRE AGREEMENT

1 January – 31 December

2019

PARTIES TO THIS AGREEMENT:

This agreement is between the Hirer, henceforth referred to as the "User", "Hirer" or "Group", and the Glenfield Community Centre Incorporated, henceforth referred to as the "Community Centre", "Centre", or "GCC".

Please note: a letter will be sent accepting or confirming your booking, and advising any specific terms and conditions of hire relevant to your booking.

HIRER TO COMPLETE (please PRINT): Group/Hirer Name:

Nature of Activity: (This information must be completed as it forms part of mandatory reporting requirements to Auckland Council).

PLEASE CIRCLE APPLICABLE:

- 1) Physical Health & Wellbeing
 - a. Physical/ Recreation/ Exercise
- 2) Mental Health & Wellbeing
 - a. Drug, Alcohol or smoking prevention
 - b. Relaxation, meditation
 - c. Alternative medicine, nutrition
 - d. Counselling Services
- 3) Early Childhood / School groups
 - a. Playgroups
 - b. Early Childhood
 - c. After school / holiday
 - d. Plunket
 - e. Youth
- 4) Other special interest
 - a. Language classes
 - b. First aid
 - c. Cooking
 - d. Older people groups
 - e. Computer classes
 - f. Migrant and refugees
- 5) Government meetings
 - a. Local & Central government meetings
 - b. Election polls,
 - c. Public speaking
- 6) Other meetings
 - a. Business meetings
 - b. Community Meetings
 - c. Training & workshops
 - d. Conference & Seminars
 - e. Commercial Users
- 7) Private events
 - a. Birthdays/Parties
 - b. Funerals / weddings
 - c. Markets
 - d. Fair/Gala
 - e. Fundraising
 - f. Filming
- 8) Religious/ Spiritual
- 9) Arts and Cultural Events
 - a. Production / performance
 - b. Art & Craft class
 - c. Cultural /ethnic event
 - d. Music/concert

Expected number of participants: (for appropriate room designation)

Room Preference:

- Kitchen Hire – sole use (between 8.30am-3.30pm only)
- Tea Trolley Required (\$5 per hire day)
- Casual Hire

Day, Date required:

Mo/ Tu / We / Th / Fr / Sa / Su / Various through 2019

Times required: In: Out:
(Increments of 1 hour only)

- Regular Hire
- Start Date: ____ / ____ / 2019 ~
- End Date (last day of hire): ____ / ____ / 2019

Will you be using your room during public holidays?Yes /No

Will you be using your room during school holidays?Yes /No

OFFICE USE ONLY:	
\$	\$20/hr
\$	
\$	/hr
Key:	
Rm.....#.....	
\$	/hr

Name of Person Responsible for Hire:

Address:

Email Address:

We subscribe all Centre Users to the e-newsletter. You have the option to unsubscribe at any time.

Mobile Number: Landline:

Name of person who will be on site and in charge of group if different from above:

This person's contact mobile number: and

Email address:

- How did you hear about us?**
- GCC Website Facebook
- Have Hired Before Google Search Council Website
- Word of Mouth Other

I agree to the Terms and Conditions of Hire, the Cancellation and Payment Policies and Emergency Evacuation Schedule

Signed: Date:

Glenfield Community Centre

Terms and Conditions of Hire

Hire Agreement



2019

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 Hire Agreement you will be deemed to have accepted these Terms and Conditions of Hire and agree to make payment.**

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 AND FOR CASUAL and SOCIAL HIRERS, FULL PRE-PAYMENT MUST HAVE BEEN MADE.

General conditions of use

- a) The Glenfield Community Centre is an Incorporated Society and is independently owned. It is not part of the Auckland Council or its booking system.
- b) GCC may, at its discretion, refuse any application to hire and reserves the right to cancel booking(s) at any time.
- c) 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
- d) 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.
- e) 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.
- f) All statutory rules, regulations and bylaws in force shall be strictly observed by the hirer.
- g) 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.
- h) It is the responsibility of the hirer to inspect the venue prior to the commencement of the hire period to ensure fit for purpose.
- i) 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.
- j) 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. The animal's official coat/vest must be worn and registration card shown on request. GCC is NOT a public place, it is privately owned.
- k) The hirer must not allow any illegal activities to take place in or outside the Centre during the hire period.
- l) 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.
- m) 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.
- n) 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.
- o) 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.
- p) Nothing in this Agreement creates a landlord-tenant relationship between parties.
- q) Sub-letting of any part of the Centre is prohibited.
- r) 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.
- s) **Please leave your hired space in the same or better condition than it was when you arrived.**

Additional Charges

- a) GCC reserves the right to invoice the hirer for any additional charges resulting from hirer's use. In addition to venue hire price quoted at the time of booking the hirer may be charged for:
- Any damage to the venue caused during the hire period or through any breach of the Terms and Conditions in this agreement.
 - Theft of GCC property during the hire period.
 - Any extra cleaning, rubbish removal, repair or reinstatement of the venue that GCC considers is required after the hire.
 - Any costs, losses or expenses that GCC incurs due to any breach of the terms and conditions in this agreement.
 - Any unreturned key(s) and/or rekeying if required.
 - Any emergency services or security company call out or fire alarm activation for a non-emergency situation.
 - 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.
 - Auckland Council noise control units called to the Centre during hire
 - Any unauthorised overstay.
- b) GCC reserves the right to apply an additional charge for staff, security or cleaning call out during any hire.
- c) 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 shall be held at a time and place to be determined by the Governance Group. 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 (in the courtyard). 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 Council reports, and is a Health & Safety requirement.

Bookings - All

- Bookings should be emailed to Office@GlenfieldCommunityCentre.co.nz or handed in to the Office on the appropriate Booking Request/Hire Agreement form.
- Bookings are to commence on the o'clock or half hour only.**
- Bookings are to be in increments of one hour only (no 15 minute or half hour durations)
- 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.**
- The hirer must precisely state the type of activity to take place and use GCC only for that purpose.
- The hirer must use only the area or room that has been booked and confirmed.
- The grassed courtyard and covered walkways are not an extension of any room booked and may not be used as such.
- 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 a cancellation of the booking as a whole.
- Applicable cancellation notice is required.
- The hirer shall ensure that all persons have vacated the Centre by the end of the hire period.
- GCC reserves the right to have staff present at any time.
- 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).
- GCC primarily use email as way of communication for all bookings, confirmations, cancellations and general correspondence.
- GCC does not assume any responsibility for the receipt, deletion or failure to store email messages.
- Naked flames are not permitted in any space.
- NO ROOM is to be used without confirmation by GCC staff and written authorisation.
- PREPAYMENT is BEFORE hire commences. also see "PAYMENT"**
- By signing the Hire Agreement you will be deemed to have accepted these Terms and Conditions of Hire and agree to make payment.**
- GCC may, at its discretion, refuse any application to hire.

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. This may be weekly, fortnightly or monthly for an extended period or 2 or more consecutive hires.
 - b) Booking Requests 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 agree to hire for a specified period between January and December. Payments may be for the term or on invoice, at the discretion of GCC. Until a business relationship is established you may be asked to prepay. Any move to monthly invoicing is strictly at the discretion of GCC Management.
 - d) Regular hirers must rebook for new and continued use each year. Submissions for next year booking requests must be from the date announced by GCC towards year end. 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 one-off hires throughout the year may do so on a Casual basis and Casual Hire terms will apply.
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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 acceptance and invoice, **make PREPAYMENT as directed by GCC.**
 - c) If payment is not made by the date given on the invoice the booking will be automatically cancelled with no notification or 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.
 - e) Once the Hire Agreement has been signed these Conditions shall be deemed to be accepted.
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Bookings - Kitchen Hire private use - also see KITCHEN

- a) GCC offers a registered A-Grade Kitchen facility.
 - b) **Private hire is available Monday to Friday between 8.30am and 3.00pm only.** At all other times the kitchen is a communal space for all Centre users.
 - c) GCC reserves the right to schedule classes and demonstrations outside these hours.
 - d) To confirm a booking a hirer must complete the Hire Agreement and upon receipt of acceptance and invoice, **make prepayment within 7 days or as directed by GCC.**
 - e) The time setting up and the time cleaning up after must be included in the time booked.
 - f) The A-Grade kitchen comprises 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 mits, tea towels, dish-wash liquid/brushes, cloths etc for use during 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.
 - k) During private hire the kitchen is CLOSED to all other Centre users.
 - 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.
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Bookings - Social/Event (Casual) Hire

Due to restrictions on Centre closing time, noise, heritage status, proximity to other hirers, alcohol-free zone etc, this venue is not suitable as a "Party Venue" as such, but consideration will be given on an individual basis.

- 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, including carparks, are an alcohol- and smoke-free area.**
 - d) The use of confetti, or similar, in the Centre and grounds is prohibited.
 - e) Naked flames/candles 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.**
 - 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.
 - n) A non-refundable deposit or Bond may be required.
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Cancellation or Amendment of Hire

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

Cancellation/Amendment - All Bookings

- a) **Change of booking day is considered cancellation of the booking as a whole.**
- b) **Each and every cancellation/amendment will be charged an administration fee of \$20.00.**
- c) Cancellations/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/amendment on the answer-phone.
- d) **When cancellation is notified inside the notice period and before payment is made but the hire agreement has been signed and confirmation letter raised, you will be deemed to have accepted the hire and full payment will be due.**
- e) 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.
- f) 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 emergency situations 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.
- g) 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:
 - If any cheque tendered in payment of any indebtedness of the hirer under this agreement is dishonoured upon presentment.
 - 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.
 - If a receiver is appointed in respect of the assets of the hirer.
 - If an arrangement with the hirer's creditors is made or is likely to be made.
 - If the hirer fails to meet any obligation under the agreement with GCC.
- h) Invoicing will continue if Keys are not returned and signed in to GCC by date instructed.

Cancellation/Amendment - Regular Hire

- a) **Any change to original confirmation, be it cancellation or amendment, requires one months' notice to avoid room rate charges.**
- b) To determine "one months' notice" use the date of next or preceding month, e.g. change notified on 10th April will come into effect 10th May, etc. Or, if you want last day of hire to be 10th May, notice must be received by 10th April. (Where these dates fall on a weekend or public holiday, notice must be received by 3pm the prior working day).
- c) **Invoicing will continue to the end of the notice period.**
- d) Should you chose to relinquish hire before the end of the notice period keys must be returned however payment is still due.
- e) Amendments and any new charges will apply after the notice period.
- f) Where one months' notice has been received only the administration fee will be charged.

Cancellation/Amendment - Casual Hire

- a) 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).
- b) Where 14 days' notice has been received full refund less administration fee will be given.
- c) Where 14 days' notice has not been received, no refund will be made.

Cancellation/Amendment - Counsellor Hire

- a) Registered Counsellors booking the counselling offices are required to give notice of any cancellation or amendment **by 8.30am the preceding weekday.**
- b) No-shows will be charged.
- c) Repeated or excessive amendment or cancellation of bookings will be charged.

Cancellation/Amendment - Kitchen Hire

- a) Where bookings have been confirmed and prepaid, notice must be received **14 days' prior** to the date of hire.
- b) Where 14 days' notice has been received, full refund less administration fee will be given.
- c) Where 14 days' notice has not been received, no refund will be made.

Cancellation/Amendment - Party/Social Hire

- a) 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.** (Where these dates fall on a weekend or public holiday, notice must be received by 3pm the prior working day).
- b) To determine "one months' notice" use the date of hire, the month prior. E.g. your booking is for 10th May – cancellation must be before 3pm 10th April, etc.
- c) Where one months' notice has been received full refund less administration fee of \$20.00 will be given.
- d) Where one months' notice has not been received, no refund will 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 adults are otherwise engaged.
 - c) The grassed courtyard is not a play area.
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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, inform Office Staff immediately, during office hours. 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) Remove rubbish from rooms and place 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, staples or any other instrument that will cause damage to the wall surfaces, furnishings, floors and ceiling surfaces. (Items are NOT to be stapled to the curtains).
 - 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. 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, unplugged and returned to the kitchen 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.
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Council - User Surveys

As GCC receives funding from Auckland Council, management is required on occasion to pass on details including occupancy rates, ethnicity and age composition for survey

purposes. Your participation in such surveys would be appreciated

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 who charge no fee for their service. 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.
 - e) No further discount will be given.
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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.
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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.
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- b) **After Hours**
After Hours Fire Safety, Emergency and evacuation Procedures are reproduced in Protocol 2 at the end of this document (see page 10).
 Two large fire hoses are located at opposite corners of the courtyard and there are fire extinguishers located in the Hall, Kitchen and Room 8. (All room keys 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.
- c) Fire Exits must be left clear at all times. Access to the exits, including the covered walkways must 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 is assessed.
- f) **Should a plumbing emergency occur after hours please phone Global Security on 375 9000.**
- g) **It is the responsibility of the hirer to provide first aid supplies.**
- h) 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.
- i) Health & Safety at Work Act 2015
 With the 4th 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 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

- a) Hirers are responsible for setting up, cleaning and packing away furniture and equipment used during the hire period. All furniture must be returned to designated area and stacked as per instructions in each room.
- b) Plastic folding trestle tables (1800mm x 750mm) and chairs are provided in each room. See the Rate Card.
- c) With the exception of the Mission Hall, all chairs provided in rooms reflect maximum capacity per room. Refer to Room Hire Rate Card for capacities.
- d) All electrical equipment brought in must display a current tag identifying it has been tested and tagged by a qualified electrician.
- e) Mission Hall: While licensed for 100 persons, available seating is limited to 75. Also see MISSION HALL.
- f) Most rooms contain a whiteboard, board cleaning spray and paper towels. It is the hirers responsibility to provide whiteboard markers and dusters if required.
- g) Some rooms contain heaters or fans. These must be switched off and unplugged at the end of your hire.
- h) Hot water urns may be moved to your hire space but **MUST** be returned to the kitchen and emptied after use. **DO NOT** put ground coffee directly into the urns.
- i) Do not move tables or chairs from room to room - all rooms contain furniture for maximum capacity which must not be exceeded for safety reasons
- j) If required please bring your own projector, devices and extension cords if tagged.
- k) **Leave all rooms and offices ready for the next hirer.**
- l) We understand our office configurations will not suit everyone so if you move furniture please return it to its original position prior to departure. Failure to do so may incur additional charges.

Health & Safety – see EMERGENCY

Hours of Operation

- a) Centre hours for hire are strictly **8.00am to 10.00pm**, 7 days a week. Automatic alarming is set for 10.10pm and all rooms and entrance doors must be locked and premises vacated. Any call out fee associated with alarm activation will be charged.
- b) The Office hours are 8.00am to 3.00pm Monday to Friday.
- c) The Office closes late December and reopens early January. No bookings can be made during this time.
- d) The whole Centre closes for one week in January each year for annual maintenance. Exact dates are determined in October and are advised to Regular users as a matter of course and are available on request and on the GCC website.
- e) 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

- a) 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.
- b) The hirer is responsible for arranging and maintaining

any insurance they consider necessary and adequate. That includes any public liability 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.

Internet

- a) The Centre has a Wi-Fi connection that is available for use. On your device it will appear as the option "GCC-Guest" and requires an access code (Ticket), available from our Administration Office. Tickets must be ordered at the time of booking confirmation or at least 72 hours prior to need.
- b) **NOTE: connectivity is not guaranteed** and may fluctuate in terms of signal strength for a variety of reasons beyond our control (e.g. number of users, power cuts, scheduled system updates, distance from the router, barriers such as walls and even your own device settings).

Keys & Security

- a) GCC is monitored by **GLOBAL Security Solutions Ltd** **Phone: 375 9000.**
- b) Automatic alarming of the Centre operates morning and evening. Hirers have no need for any alarm code.
- c) Rooms at GCC are locked with Security Keys. After hours' users will require a key to access rooms after normal Centre Office hours.
- d) The allocated key will open the front and side foyer doors, the allocated room and the kitchen* only. (*see KITCHEN)
- e) 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.
- f) Keys are not to be loaned or used in any unauthorised manner.
- g) **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.
- h) 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.
- i) Lost keys must be reported to GCC immediately.
- j) Keys may be recalled at any time at the Centre Management's discretion.
- k) 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.
- l) NO reminder will be sent from GCC to advise a key is waiting for collection.
- m) 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.
- n) In the event the hirer failed to uplift a key prior to hire date, no refund of hire costs will be given.
- o) 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.
- p) Keys must be returned to the Centre Office the next working day following your hire, or as instructed by issuing staff.
- q) Charges will be made for failure to return keys as instructed.
- r) **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 is assessed by GCC.**
also see EMERGENCY, and After Hours Procedures on pg 10

Kitchen – also see 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 paid 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 of other rooms.
- e) Your allocated room key also opens the kitchen door.
- f) The Kitchen comprises 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 only. **Do not leave ovens or hobs unattended when switched on.**
- i) All required equipment including ovenmats, 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.
- m) If you experience any issues with the kitchen appliances advise the Office immediately. After hours please call Global Security on 375-9000 for serious issues.
also see EMERGENCY, and After Hours Procedures on pg 10

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, its grounds or carparks. 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 as a result 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 items left in the Centre.

Mission Hall

- a) The Mission Hall is the 104-year-old Registered Heritage Building fronting Glenfield Road (painted white) also referred to in this document as "Hall".
- b) While licenced for 100 persons, available seating is limited to 75. Located in the cupboards are 8 folding trestle tables and 75 chairs. Owing to use of other rooms it may not be possible to provide additional furniture. You may arrange to bring your own or hire from a party hire company - any such agreement is strictly between you and the hire company. Arrangements must be made for deliveries to be within the Centre office hours of 8am – 3pm, Monday to Friday and additional furniture must be removed immediately at the end of hire. There is no storage on site and hire furniture cannot be left in the room after your booked time. Additional charges may occur and the Centre takes all care but no responsibility for any hired or borrowed furniture arranged by you.
- c) The stated capacity of the room must not be exceeded at any time.
- d) The Hall does not have dedicated kitchen or bathroom facilities but shares the Centre's A-grade Kitchen in the courtyard, and toilets located off the main foyer. Consideration must be made for accessibility and children needing the facilities.
- e) Due to its Heritage status, nothing may be adhered to the painted walls or doors and items must NOT be stapled to the curtains.
- f) Naked flames or candles are NOT permitted under any circumstances.
- g) It is the Hirer's responsibility to ensure that the requirement of the Health & Safety in Employment Act 2016, the Smoke-free Environments Act 1990 and the Centre's own policies are met.
- h) No alcohol is permitted on the premises.

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
- h) There is ample street parking 75m east along Glenfield Road in Camelot Place & Mayfield Road, and there is also 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 are subject to change until confirmed with an invoice. The GCC Board review and set fees. These are published on the GCC website and available from the office.
- b) All fees quoted are GST inclusive and are in NZ dollars.
- c) Invoices will be issued and payment is due as stated therein.
- d) **Prepayment for CASUAL hire is due within 7 days of invoicing. Where the hire date is within 14 days of confirmation, full payment is due immediately upon making the booking.**
If your company accounts pay 20th of the month, please ensure other arrangements for payment can be made before submitting the Hire Agreement and confirming the hire.
- e) 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.
- f) **Inside 14 days of the confirmed first CASUAL hire date or inside one month of the confirmed REGULAR hire date you are deemed to have accepted the hire and full payment will be due regardless of any cancellation until the cancellation period is met. See CANCELLATION**
- g) 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.
- h) GCC have NO credit card facilities. Our first preference is direct credit. Eftpos is available. We accept cash but carry no change (correct amount please).
- i) Any payment being made from offshore must be declared so that a bank processing fee can be added to the invoice.

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 if no other hire follows.
Refer LIABILITY clause and liaise with the Office at the time of booking.
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Tea Trolley

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

**HIRER'S RESPONSIBILITY DURING EMERGENCY EVACUATIONS
EVENINGS AND WEEKENDS ONLY – AFTER HOURS USE
(PROTOCOL 2)**

As the User you are required, under the building Evacuation Scheme for these premises (in accordance with the Fire Service Act 1975 section 21A) to be familiar with the building and the evacuation provisions applicable to your Group under the Evacuation Scheme. You, and persons in your Group, are required, as a condition of use of the building, to be familiar with the instructions given on the evacuation wall notice(s) within the building.

Area	Occupied			Clear
		In	Out	
All hired areas including toilets and kitchen	YES			
Counselling & Offices: C, D, E (off Rm 7) & A	MAYBE			
Sweet Charity—Lower Ground Floor	MAYBE			
Centre Office	<i>Most likely vacant at this time</i>			
Early Learning Centre and Room 8	MAYBE			
Plunket Rooms & Office H (off Plunket)	MAYBE			
Tenanted Offices	<i>Most likely vacant at this time</i>			

On hearing the warning signal, the person in Charge of the Group becomes the Building Warden and is required to perform the following duties:

1. Ensure the Fire Service has been called. Dial 111 (or delegate and have caller confirm with you when call is made).
2. Ensure the people in your group make their way to the closest safe exit.
3. Ensure someone in your group checks the toilets and kitchen areas.
4. Ensure you or another hirer waits outside the Main Front Entry door to the Centre for the emergency services.
5. Stop any persons arriving at the Centre from entering the building or carpark (except the emergency services).
6. Advise Fire Service, on their arrival, of the evacuation status, including the location of any persons with disabilities.

NOTE: If you find any rooms within the search to be locked and, upon calling loudly for a response from any potential occupants receive no response, then the locked room may reasonably be assumed clear.

NOTE: You are also required to ensure that the following are maintained:

- Escape routes are clear of obstructions at all times.
- Exit doors are not locked, barred or blocked to prevent occupants from leaving the building at any time.