

Frequently asked questions:

I hire a space once or twice each year. Am I a regular or casual hirer?

For the purposes of our Hire Agreement, you are a Casual Hirer.

I have booked a room for multiple weeks during the year but now I wish to cancel some dates. How much notice do I have to give to avoid paying for the room?

As a Regular Hirer, you have reserved your room/time for a consecutive period and we have block-booked this for you to the exclusion of any other hirer. We require ONE MONTH's notice to avoid demands for payment.

Define "one month"

For simplicity, use the date of hire, the month prior... e.g. your booking is for the 10th of May – cancellation must be before 3pm 10th April.

If I cancel inside the one month period what will I be charged?

Inside one month of the hire: no refund/full hire charge.

Why do you charge amendment/administration fees?

Every time you change your mind our Administration Staff are required to re-do the administrative work.

Why have you moved to one months' notice?

Once a room is booked and confirmed we are holding it for you, and nobody else can have it. If you suddenly cancel, GCC has lost the expected revenue for this hire and more often than not we are unable to resell this space. This also brings us into line with other Community Facilities in the local area. As a not-for-profit Incorporated Society and Registered Charity, GCC needs to make money to remain a viable service.

I'm a not-for-profit – can we have a further discount?

No. Our Rate Card clearly shows a 2-tier rate structure and rates are already discounted to applicable groups.

What is a Commercial Hirer?

If you charge your clients/attendees for your services/group, you are a commercial venture and the commercial rate applies. Talk to us if your fee is expected to cover the cost of room hire only. Proof of charge may be required.

Do you have party rooms?

While we do have spaces which may be suitable there are certain restrictions: The Centre is an alcohol-free zone and closes daily at 10.00pm. Due to the Heritage status of the Mission Hall, no naked flames are allowed (regret no candles on cakes). With more and more regular users utilising popular times there may be limited availability for casual party hire, but please do contact us and check.

I've arrived for my hire after hours but I've forgotten my key, who can I call?

GCC do not provide after-hours office services. Keep your key safe. The Centre's security company Vanguard Security are under instruction not to respond to call-outs for lost or forgotten keys. If there is a genuine issue with the key you have been given (i.e. you have the key in hand, it is the right key for the right room but it just will not work), Vanguard will respond but you may be asked to pay a call-out fee. Upon investigation GCC may reimburse you for this cost if satisfied the issue is found to be no fault of the hirer. Security contact information can be found on the main office window or in your hire agreement.